

MINUTES OF PATIENT PARTICIPATION GROUP 9th April 2019

ITEM	CONTENT	INFO	ACTION
1	Those Present: Helen Strevens, Karen Randall, Imogen Willgress, Stan Woods, Roy Brenton, Marilyn Brenton, Samuel Pearce-Kearney, Kathryn Macdermid, Dennis Price, Richard Gardner, Andrew Lander and Josie Campbell. Emmy Butcher and Giovanna D'Agostino came from Beversbrook. Apologies: The following were unable to attend this meeting: Mark Pickavance,	All	
2	Minutes of last meeting were reviewed and accepted as accurate.	All	
3	Premises Update. No news at all, sadly.	All	
4	Patford House and Sutton Benger Surgeries are now merged! The computer systems are in the process of merging as well – this should be completed in the next 12 hours! Emmy Butcher explained various initiatives that are in place at Beversbrook or planned that will benefit patients across the merger. Beversbrook are looking closely at employing a first contact physio, who would be seconded into the scheme while working for Wiltshire Health and Care. Patients would be able to access the physio by phone and appointments if necessary. At the moment Beversbrook also share the services of Zoe, who is a specialist pharmacist with Northlands and Box. If Zoe cannot stretch her services to include Patford / Sutton Benger it is hoped that another specialist pharmacist could be employed for patient reviews and prescribing advice.	All	HS EB
5	TV Message Screen update – Stan and Roy are still mworking on rolling presentations that are relevant to Patford. A third screen has been donated and will soon be fixed to the wall in the second downstairs waiting room. Stan is also going to produce 'help' posters for those switching the system on in the mornings – he is going to put them with the laptops.	All	HS SW /AR
6	CCG Event on Tuesday 16 th April in Devizes on Primary Care Networks. Imogen Willgress will attend on this occasion.	All	SW
7	Stan raised the issue of not being able to use the messaging service, which at present is blocked at Patford. Emmy explained that it is helpful – patients can message their own GP and email them. It is like a virtual receptionist for patients, who can check their own record, blood test results etc. Giovanna D'Agostino explained how helpful she found this tool, as a patient. Beversbrook also have questionnaires on their 'system on line' so if a patient still feels unwell at the end of sick leave they can deal with this situation on the system.	All	
8	NHS App is going to be interlinked with the clinical system – there are mixed reviews but NHS digital are going to roll it out nationwide. The App is just for phones and will signpost the patient to NHS choices.	All	
9	Kathryn Macdermid has offered to take on the 'posting' of materials and news on Patford's Facebook page and Helen is going to give her the necessary information so that she can do this. Kathryn is also going to have a look at Beversbrook's Facebook pages in the meantime.		HS KM
10	Kathryn raised an issue with the phone, which was not picked up at 8.30am when she rang. When she rang back a minute later she was already in a queue! Helen explained that the phone and computer system are one minute out of sync but it is being looked at.	All	HS
11	Imogen asked if the Beversbrook PPG would join us for meetings and Emmy explained that their surgery has a Patient Reference Group, which is online and doesn't meet face to face but their input is collated and shared. To us, it seemed a 'one way system' as we are accustomed to discussions and sharing ideas – we welcomed the visitors this time and future Agendas will be circulated to both surgeries if the Practice Managers see that as a way forward.	All	HS /EB
12	Dennis Price commented on the number of different GPs working at Patford and Helen explained that some are here for a 4 month placement as part of their training. They have 30 minute appointments and are constantly being monitored and advised by their trainer.	All	
13	Emmy B requested that Zoe, the pharmacist would be invited to our next meeting to talk about her role – everyone thought that would be helpful.	All	HS EB
14	Date of next meeting Tuesday 18 th June at 6.30pm at Patford House Surgery.	All	