South Axholme Practice Patient Participation Group (PPG) Minutes
31st May 2017 at 7.00pm
WWS Playing Fields Meeting Room

Item	Details	Actions
	Present: Colin Ridley (PPG Chair), Brian Spittlehouse, Alan Holgate, John Fennell, Dr Karena Platts (PPG Lead SAP), Sheena Ballard, Ann Booth & Lydia North	
	Apologies Angela White, Carol Lightburn, Ann Moore, Pauline Booth, Cynthia Marsden, Denise Britten,Tracey Carter & Julie Coggan	
1	**Introduction and Welcome** South Axholme Practice shall be referred to as 'the Practice' in the body of the minutes. Colin, Chair Practice PPG welcomed everyone to the meeting especially Ann Booth and Lydia North attending for the first time	
2	**PPG Members and Attendee Introductions**	
3	**Minutes of Last Meeting** 8 March 2017 – Accepted as a true record Proposed by Brian Spittlehouse and Seconded by Alan Holgate – Carried	
4	**Actions from last meeting**	
	PPG recruitment Ideas – Brian's poster shown after the AGM in April has now been posted in all surgeries. We need to seek other places to display it. Denise Britten and Pauline Booth had ideas – raise at next meeting.	Ongoing
	Dementia Friends Training & Champions – Dr Platts advised that Dementia had moved up the priority list at the practice and as a result entire staff would be undertaking the Dementia Friends Training Scheme. The CCG are seeking early Dementia diagnosis as part of a National Initiative and also piloting a new service in Care Homes	Ongoing
5	**SAP Matters** **Web Presence update & Information screens** – The Practice is keen to get the practice website reworked and probably with another provider but there are obstacles to this for the moment. Likewise, the practice is unhappy with the lack of patient information on the screens in the surgeries as they are not delivering what was promised. As they are governed by a contract the practice is looking to make changes as soon as possible when the contract expires. **Transport** - from home to residential / nursing home Dr Platts was asking the PPG support in seeking a solution to a problem where the Dr decides that care is needed in a Care Home rather than hospital and thereby keeping care in the community, and there is no means of funding the necessary transport. If they are sent to A&E they will then be transported by the NHS at their cost - but not if sent direct to a home by a GP. SAP intends writing to the CCG and Social Services on this matter and is seeking our support. Meeting agreed that this was acceptable.	
6	**Matters to be raised for Discussion** **Named GP for elderly** - The part that the named GP for patients aged 80+ (or is it for those aged 75+?) play in their care both in theory and in practice, including any additional care offered by the Named GP to vulnerable service users who are unable to visit the surgery. (Sheena Ballard) Dr Platts explained that out of almost 15,000 patients there are 1480 over 75 years. Dr Platts explained that the named GP is for all patients not just the elderly. The 2017-18 contract has a new part relating to the frail elderly over 65.	

	The practice appointed a Care Co-ordinator for this group of patients some time ago and were the lead in the area on this. She is responsible supported by the rest of the team for fulfilling the contractual requirements for this group of patients. The named GP has overall responsibility and is not expected by NHSE to do all the work themselves. The Care Co-ordinator or other team member liaise with the named GP when appropriate, or the clinician involved actively at the time. The Emergency Care Practitioner was also taken on to aid visiting to the elderly. The Care Co-ordinator recently attended a meeting of Practice Care Co-ordinators in Scunthorpe and at which the approach to the frailty requirements were discussed. **Age Friendly GP Surgeries** – Email and Youtube link circulated on 30 May 2017 (CR) This was an initiative launched in the Isle of Wight and Dr Platts conformed that SAP had already adopted many of the ideas being promoted, including the new seats in waiting areas and being conscious of Wroot bus times, the forthcoming Dementia Awareness Training and accessibility. Other things can be looked at. **Concerns re Communication between SAP and Weldricks Pharmacy** in Haxey and the service offered by the Pharmacy, referring specifically to the increasing number of prescriptions issued following telephone consultations and prescriptions requested via Patient Access. (Sheena Ballard) Dr Platts gave a very detailed explanation of the different types of dispensing options within SAP and how geography plays a part as well. The system is complex and the situation where there are delays will be looked at. Concerns were also raised that the Prescription Enquiry service at Haxey went to "waiting in a queue" when the staff member was not in attendance. Dr Platts to ask management to investigate. **December 2016 CQC report** - What progress has been made on the action plan to address the concerns re leadership? (Sheena Ballard) Dr Platts explained that this had been addressed. **Electronic palliative care co-ordination systems** - what does SAP do to co-ordinate end of life care patients' plans (Ann Moore) This was postponed to the next meeting so Ann can talk about it **Patient Access** – upgrading process inconsistencies. (CR) The Patient Access system has been upgraded since it was introduced to provide access to patient records and any early adopters need to sign a new consent form. This then needs to be reviewed by a Doctor. Two such applications delivered together had demonstrated a discrepancy in the timescale for enhanced access being granted. Dr Platts noted this and will ask management to investigate.	
7	**Any Other Business** **Future Agenda Items** Talk by Janice Keilty, CCG Lay Member – on The role of the CCG – also on The Care Network The meeting closed at 8.35 pm Colin thanked everyone for their time and support.	

8	**Date and Time of Next Meeting** Friday 14th July @ 1.30pm - WWS Playing Fields Meeting Room **Future Agenda Items to discuss and raise with The Practice** Please inform the Chair prior to the meeting at least one week before meeting **Future Meeting Dates:** Wednesday 23rd August @ 7.00pm Friday 6th October @ 1.30pm Wednesday 15th November @ 7.00pm No Meeting in December Friday 12th January 2018 @ 1.30pm (8 weeks)	

South Axholme Practice Patient Participation Group (PPG)

Acronym Glossary	
SAX PPG	South Axholme Patient Participation Group (indicated in the minutes as 'the Practice')
CCG	Clinical Commissioning Group
CQC	Care Quality Commission
DDA	Disability Discrimination Act
HWNL	Healthwatch North Lincolnshire
HEE	Health Education England
NLAG	North Lincolnshire and Goole
NHS England	National Health Service
PPG	Patient Participation Group
PHE	Public Health England
RDaSH	Rotherham Doncaster and South Humber NHS Foundation Trust.
WWS	Westwoodside