

Meeting

Patient Participation Group 16.00pm

Tuesday 25th February at Turner Road Surgery

Present: Rashida Agboke – Chair

Note taker: Rashida Agboke	
Mike Lemon – Vice chair	
Debra Frisby	

This meeting was Face to Face - We were supposed to have a guest speaker from the IPS employment services however they were unable to make the meeting. We went over new initiatives and we glossed over our terms of reference as we did not have many attendees to make a consensus.

Apologies: Karen Tenpow, Syed Hadi, Susan Mitchell, Melanie Rundle, Dani Barakat, Elaine Leader, Ruby Jay

Introductions:

We have two new members of the PPG, Dani Barakat and Elaine Leader, welcome to the group. We are looking forward to meeting them in our next meeting.

Robin Cranfield will be taking a break from the PPG due to personal commitments but hopefully he will be able to join again in the future.

IPS employment services

Ruby was going to talk through the service and benefits. The service is to support anyone that is out of employment or employed. The service is open to anyone registered to a GP in Essex who is either unemployed or employed and looking for a sustainable long-term role or employed and having difficulties managing their current role. The service is eligible for anyone 18+ and must have the right to work in the UK. There is a self-referral form to complete to sign up for the service.

Hopefully Ruby or Nicole will be available to come to our next meeting to give a brief introduction of the service and processes.

Total Triage and what we have done to date at Turner Road

As discussed in the previous meeting Rashida explained the digital agenda and discussed as a PCN we have chosen an online triage system for patients. Rashida explained as a PCN we have chosen to go with Accurx. The surgery has chosen to go for the partial triage option. This means that the admin side is triaged on Accurx for example medication queries and med 3's. This is not a stark difference for patients, it just the online form has changed, instead of the interface footfall we are now using Accurx. We have decided not to go for total triage, this would have involved all appointments being triaged online as a red, amber, green status to see which appointments needed to be seen on the day or a pre bookable. We may have to go to total triage in the future.

ADHD cessation of shared care services

The practice has decided to opt out of shared care services for adult and children's ADHD from the 22nd May. This service is not part of the core contract, and with the extra work and pressures the partners do not believe they can continue with the monitoring and prescribing safely. This discussion is supported by the ICB.

Rashida explained if patients want to continue to receive prescriptions under the NHS, they can be rereferred and the quickest option, with the shortest waiting times are through some of the right to choose providers. The provision of care for children's ADHD will be continued by GPPC.

Outlining our terms of reference

Mike has done a lot of work outlining our terms of references so it is clear for the group and also anyone that wants to join the ppg. Mike is going to send Rashida what he has done so far so we can discuss as a group and finalise in our next meeting.

AOB

Debra Frisby – Gave feedback re having a defined queuing area in reception. She mentioned its sometimes not clear where the queue starts. Debra also mentioned as a wheelchair user that she cannot easily reach the checking in screen and sometimes must wait while the receptionist is on the phone. Rashida has spoken to Imogen the reception manager and given the feedback so we can be more mindful of this. We confirmed with Imogen that the screen could not come down as kids were playing with it in the past which caused problems.

Debra gave feedback re the door to enter via Turner Road is not an automatic door. Rashida is going to give the feedback to CHP (community Health partnerships) the owners of the building.

Mike Lemon – Gave feedback that he thinks it would be beneficial if we could do a diabetes presentation for patients based on lifestyle and healthy food options.

Date of the next meeting

Does Friday 23rd May at 5pm work for everyone?