

**MINUTES of the meeting of
ST LUKE'S PRACTICE PATIENT PARTICIPATION GROUP
held on TUESDAY 6th March 2018
at 2.00pm at the surgery**

Present: Janice Fox (Acting Chair) Barbara Colton
Jassent Powell Nasira Patel

Present from the Practice: Jennet Simpson, Practice Manager

1. Apologies

These were received from John Hannam and Audrian Smith. Apologies were also received from the Chair, Janet Norris, and members would like to wish her well for her recovery from recent surgery.

2. Minutes of the Previous Meeting

The minutes of the meeting held on 5th December 2017 were approved.

3. Matters Arising

The practice remains in dispute with NHS property services; breakdowns have been sent of current charges but none for historical costs. The practice continues to pay the reimbursed costs for rent, water and waste and is paying what is considered a reasonable cost towards the non-reimbursable charges based on the original figures before the vast price increase

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4i) A new apprentice started on 1st March. Her name is Ewelina Mirecka. She is settling in well. The current apprentice Maryim will complete her apprenticeship in July/August and will be offered a permanent post

4ii) The practice is continuing to review all referrals with the exception of Urgent and 2 week waits, The current audit period ends on 31st March but it is likely the CCG will ask the audit to continue with specific referral groups.

4iii) Workflow optimization is still on hold until the new apprentice has settled in, after which 2 staff members will begin the training to review documents and code them in medical records, easing the workload on the clinicians who would usually perform this task

4iv) Signposting is continuing to work well, staff are confident asking patients the reason for the calls and are managing to re direct the odd call to more appropriate services ultimately avoiding unnecessary GP appointments.

4v) The practice has not been adversely affected by the current pressures faced at the QMC. We are requested to provide anti viral medication vaccinations for registered patients in care homes that have outbreaks of flu, if these are required

5. PPG Matters

5i) 12th Annual report was completed with thanks to the Chair and has been added to the waiting area and the website

5ii) The Chair attended a meeting at Elmswood Surgery and has shared the template 'Did Not Attend' letters, originally developed by Janice. Jennet agreed to see what DNA template letter we use now in practice to see if there are any changes

5iii) The chair completed an over the counter medicines survey as part of a consultation. The practice manager and clinicians were also asked to complete this. This relates to basic prescription requests for items such as dandruff shampoo which can easily be purchased over the counter and is in an attempt to reduce the cost of prescribing unnecessary items on the NHS

6. Meetings Attended

Janice reported on the following meetings.

6i) Citycare Patients' Group. It was reported that Citycare has had its contract confirmed for adult care services and will once more be providing podiatry services. Citycare provide most of the community health services in the City so this is very good news, but unfortunately much of this work will be undertaken with reduced funding. The result of the tender for children's services will be announced shortly.

Citycare is also involved in a variety of research projects. The patients' group attended a meeting to hear about a study of patients and carers experiences of managing medicines for patients with serious illness being cared for at home, undertaken by the School of Health Scientists at NUH. It would be helpful to the researchers if any of our PPG members have experience of this and could contact Glenys Caswell, tel: 0115 8230872.

6ii) Age UK Nottingham's Older Persons' Advisory Group. At present AgeUK Nottingham provides an extensive housing service to older people. Unfortunately this is about to be cut back due to the Council no longer being able to provide the current level of funding. As reasonable, well maintained housing is crucial for the health of older people in retirement Age UK is working hard at raising the funding from other sources and trying to influence the Council's decision. The housing service, then called Staying Put, is one of the first in the country and was set up by Janice in 1983.

6iii) Clinical Ethics Committee. This is a committee for consultants and other practitioners at NUH to discuss ethical issues, normally about individual patients at the request of their doctors. Janice offered to tell the PPG more about this is they would like her to at a future meeting, as she has been a lay member for many years.

7 . Any Other Business

Jassent mentioned the carers emergency plan which offers respite up to 100 hours or 12 weeks over a years; these leaflets were provided today and given to Jennet. She also informed the group about carers ID cards which carers can carry on them and in cases of emergency will have details of who they care for, their condition and contact details. There was some discussion of pharmacy services as there were sometimes problems with these. Those members who regularly use Canning Circus Chemist were highly satisfied and suggested that people used this practice where practicable.

7. Date of Next Meeting

This will be held on Tuesday 5th June 2018 at 2.00 pm at the Surgery.

Approved: Chair

Date: