

Precis Notes on the April PPG meeting 10 April 2024

Present: Bernard Connolly (BC), Helen Carter (HC), Sandie Helm (SH), Andrew Lewcock (AL), Julie Maberley (JM), Tom Thacker (TT), Lyn Davis (LD), Janet Parker (JP) Robin Somers (RoS)

Apologies; Lisa Auchinvole (LA), Becky Collins (BCo), Rosemary Stickland (RS),

1/ Notes

Notes from the Previous meeting were approved, precis version to be prepared for the NSP Web site.

2/ Practice update;

RoS reported a new medical secretary and a new Patient Coordinator starting this month and another patient coordinator interview in the next few days.

The NSP Patient Leaflet needs its annual review and update, due to commence shortly.

Covid vaccines will be delivered to specific cohorts of patients on 27th April and 11th May, at the Health Centre and some Wednesday afternoons. Invitations being sent out.

Landlords will not allow “footprints on floor” to guide patients to check in screens. TT asked about a freestanding sign board to point to the screens, but RoS wanted to keep the floor clear.

LD asked about more arrows on the road to aid drivers to recognise the one-way system around the health centre. RoS is waiting for Landlords to respond on this and hazard markings at the front.

Chronic Kidney Disease talk; 23 May date would be good but needs to be confirmed by Dr Ladd.

BC asked RoS about recent text messages from Practice. The first had an incorrect email address, the second was correct and when used the messages reached the Practice.

JM reported that the check-in screen allows Patients to check their details, RoS suggested this might be something to publicise via the newsletter

3 /Systems

Joint Digital subgroup meeting had been held on Mon 8th April with Practice IT reps, CSP and Mr Faith Nteogwuija; minutes would be available shortly.

AL asked whether the health module in foyer of NSP is now in use. RoS thinks it is now in use but agreed to report back about it.

4/ SOPA

Meeting due following day, covering short stay beds.

JM raised the problems of people being discharged from hospital without proper preparations in place for home care. Some partners might not be able to care for them themselves, even though the patients state there is someone at home. AL to look for the JR standard “Care after discharge from Hospital”. LD raised the issue of people with no one to support them at home or those with Ops at the weekend. JM asked JP to ask SOPA, and if no response, to raise the issue with HOSC

5/ Hospital Progress & Town Council Health Committee

An update meeting on the Hospital Project is scheduled for 22 April. Limited Patient Parking is still an issue. Next Committee meeting is in May.

6/ Communications with CSP PPG.

TOR for Joint meeting group drafted. JM summarised this as follows; Joint PPG effort is to prevent duplication of effort and cover the following:

1. Work on a joint quarterly newsletter
2. Undertake Outreach work
3. Distribution of the newsletter

4. To work together with the PCN Digital lead on the PCN Digital strategy.
5. Keep up to date with the work of the PCN (or whatever it will be called in future)
6. To arrange and run relevant joint events such as talks, Health and Wellbeing days, etc
7. To help both Practices to run joint sessions by volunteering to help National GP surveys and Joint Vaccination programmes.

JM asked if all were happy with the Draft TOR; the meeting approved this.

7/ Newsletter Content

LD asked for the one-way system to be more specific about it applying to cars and driving round the health centre;

SH raised the bus route timetables are changing on the 14th April so they need checking

LD asked if people can use NHS App for controlled drug prescriptions and can controlled drugs be delivered to patients' home.

8/ NHS app

Both Practices want to encourage patients to use the NHS app; currently 56% of their patients have enrolled for it and they have now been given a target of 70% by Dec 2024.

It was also agreed by the digital subgroup that you have to tell people how to get the app before you can tell them how to use it to get a repeat prescription.

JM asked if this was the only purpose of the App; AL reported the App could be used for ordering blood tests and some other tests (e.g. Depo and cervical smear) at the NSP, the app also shows patients records. Blood test results now show how your test results lie in comparison to "normal" readings.

BC asked about Proxy access. LD indicated two different people can sign in on one phone, but BC used a face ID phone hence the need for Proxy access. GP services need to set up the Proxy access. SH does not have the NHS app, so would be ideal to test getting set up on the NHS app.

10/ Treasurers report;

Balance is £285.33, unchanged.

HC keen to look at possible funding sources for the Health and Wellbeing event and will set up a subgroup with CSP PPG to chase funding options with Gail at CS PPG.

Volunteers asked to be in subgroup to do the funding approached. Councils have to be approached before June 2024; we assume the event will be Spring 2025. Mayor has been asked about the room at the Beacon for free. Ask again about coffee van outside.

Next Meetings

NSP PPG meeting; Thursday 9th May 7.30 pm by Zoom

Joint Meeting Thursday 16th May 2.00 pm by Zoom