

# Patient Participation Group Meeting Minutes

## Monday 6th March 2017

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### Persons Present

Dr Loudonsack – SNR GP Partner /David Noblett – PPG Chair  
 Wendy McNeice – Practice Manager  
 Members of the Patient Participation Group

### Apologies Received

Various members of the group informed WMC of their apologies

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ITEMS	Actions/who by
<b>Minutes from last meeting</b> 2 Points to action below :	
<b>Car Volunteer service.</b> Posters have been disseminated throughout the Longton by a member of the group LHC have added to their prescription slip message and various other media outlets There has however been no take up of the scheme so far which is disappointing as widely advertised We will continue to advertise but members can ask people they know as well to maybe volunteer	<b>PPG Group</b> to disseminate information to anyone who is interested  Longton HERO.pdf
<b>Self-Care Prescribing Policy</b>	
WMC informed members that this has now been activated and patients are been informed if they request an item on the policy to buy from the chemist instead. Any patient using the Prepaid system for their prescriptions who now need to buy this medication will have their money refunded	<b>Policy below</b>  Prescribing for Clinical Need Policy.doc
<b>Chairmans Report</b>	
This has been previously disseminated Covers updates from the CCG	 Update February 2017 (2).pdf
<b>Longton Health Centre Update</b>	
<b>Appointments</b>	
This system for the practice is working well as it is signposting patients to the correct service	

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<p>initially</p> <p>Every call is then triaged by a GP – this helps the GP assign the correct face to face appointment type for the patient or indeed sorts the patients problem out over the phone, which in turn is a quicker process for the patient as well as the GP</p> <p>We have improved our patient contact in any given day</p> <p>Can assess Emergency calls smarter and faster</p> <p>Can engage with more patients on a daily basis decreasing the need to book an appointment weeks in advance that may exacerbate in the meantime</p> <p>Patients in essence would still just simply like to book in with a face to face appointment with the Gp but in order to avoid weeks wait to see a GP we now need to manage each appointment that is been booked in order to supply the service to all our patients</p>	
<p><b>Increased Access – Saturday Mornings Opening times</b></p>	
<p>This service is funded separately by the NHS – over and above our core contract and opening hours (8am -6.30pm)</p> <p>The NHS give a budget for all services to our CCG which is Greater Preston. The CCG then commission services from various suppliers in order to deliver NHS requirements for all patients in the Greater Preston area. This includes Lancashire teaching hospitals. As you may have heard in the press many CCG’s across the country have not been able to balance their books and as such are in debt to the NHS by millions. This money needs to be balanced. As a result the funding for some services has been changed or stopped altogether. This is the case for the Increased Access scheme. The money had been halved and also we were asked to deliver the scheme from 6.30 to 8pm Monday to Friday and also at the weekends. There was also a suggestion that that the scheme not run for a while at all and then come back in later on in the year. At various meetings no agreement was reached on the best way forward. This is a work in progress however essentially means there maybe NO Saturday surgeries moving</p>	


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<p>forward from April 1<sup>st</sup>. The practice will release a statement shortly.</p>	
<p><b>Hub Working</b></p>	
<p>In line with the NHS Forward View – the practice has coordinated and approached practices within the area to work together on certain projects. This would mean some services in the future would perhaps be run from hub sites rather than from Longton Health Centre or alternatively other practices patients would come for a certain service to Longton Health Centre. This is in order that we can bid for monies on services offered by the NHS and CCG for patient populations of 30000 or more. This would ensure that NHS services are kept local for our patients seen by staff who are local and your usual GP's. Initially we were looking to run a hub model for the Increased access project above however as funding has not been agreed we currently cannot provide any further details</p>	
<p><b>Diabetes Appointments</b></p>	
<p>Is there anything the practice can do in order to book Diabetes appointments further in advance for scheduled follow up appointments with the nurse or GP</p>	<p>WMC to look into this at practice level and report back</p>
<p><b>Patient Access</b></p>	
<p>To remind group members to sign up for Patient Access and deliver the message to other patients To order prescriptions, see clinical records, immunisations, test results and letters in the future. Booking of limited appointment types is also available. <b>Pop up Patient Access – How to register workshops</b> have been put on by the surgery , please ask reception or look on line or face book when they are scheduled for</p>	<p>See Facebook /Website or ask at Reception for times PPG to encourage patients to register General IT courses run through the Library if you are a novice - contact Longton Library for details</p>
<p><b>On Line ordering of prescriptions</b></p>	
<p><b>This process is changing on the 1<sup>st</sup> April</b> Patients will no longer be able to order through the web sites own portal for prescriptions instead will need to order on line through Patient Access – there is a link on the home</p>	<p>Practice is ringing all patients who order through the website to ask to change and register for Patient Access instead PPG to encourage patients to register for Patient Access</p>

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<p>page via the icon or the tab order your prescription</p>	
<p><b>Community DeFib Machine</b></p>	
<p>After the last Practice CPR training session held annually it was mentioned about the community having a DeFib machine added to a local building within Longton for ease of access should the need arise. This is an initiative run whereby if a person has a suspected heart attack in the street on calling the ambulance they will direct you to the nearest community de fib machine.</p> <p>The practice has a machine however it may be quicker to reach a de fib placed in the heart of Longton and accessible day and night</p> <p>The machine has to be bought and maintained by the community therefore a fund raising campaign and willing volunteers to look after the machine needs to be done. Attached is a web site link explaining the scheme further</p>	<p>Member of the PPG to take initiative forward with Longton Health Centre. Please let either Wendy McNeice or David Noblett have details</p> <p><a href="http://www.communityheartbeat.org.uk/">http://www.communityheartbeat.org.uk/</a></p> <div style="text-align: center;">               poster.pdf         </div>
<p><b>Health Mela</b></p>	
<p>IN conjunction with Longton Health Centre, Longton Library and the PPG, we would like to run a Health Mela later on in the Summer. David Noblett and a couple of staff members are interested in looking into stall holders and places to run the Mela from</p> <p>An idea was put forward that we would run the same time as Longton Live</p>	<p>David Noblett to look into and provide further information however if you have ideas on the day , stallholders etc please let David Noblett know</p>

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### Next Meeting Dates at Longton Health Centre

Monday 3<sup>rd</sup> July at 1.00pm  
Monday 6<sup>th</sup> November at 1.00pm

### Contacts

Chairman - David Noblett – [david.noblett@nhs.net](mailto:david.noblett@nhs.net)  
Practice Manager /Business partner– Wendy McNeice -  
[gpccg.ppglongtonhc@nhs.net](mailto:gpccg.ppglongtonhc@nhs.net)

Like and Share our Facebook page at - LONGTON Health Centre Lancashire



Register for Patient Access to order prescriptions, view selected medical records and test results, make selected online appointments:

Sign in or Register from our home page on our web site at  
[www.longtonhealthentre.co.uk](http://www.longtonhealthentre.co.uk)



**WE ARE CURRENTLY OPEN AND WELCOME ANY NEW PATIENTS TO THE PRACTICE**