

# DRS WEBSTER & TWOMEY & LOWCOCK

## **PATIENT PARTICIPATION GROUP**

### Minutes of Meeting Held on 26<sup>th</sup> September 2012 at Rainford Health Centre

#### Present On Behalf of the Practice

Mrs Helen Sansbury, Practice Manager  
Mrs Kathryn Williams, Asst. Practice Manager

#### Present Representing Patient Group

Mrs L Burns	Mrs L Conachey	Mrs S Corfe	Mr A Gavin
Mr K Gratton	Mrs S Kimberley	Ms J Lloyd	Mr B Marten
Mrs J Marten	Mr J Rosbotham	Mrs J Shaw	Mr W Singleton

#### Apologies for Absence

Dr J Webster	Mrs B Jones	Mr D Cowley	Mrs D Walton
Mr K Marshall	Mrs P Highton		

Mrs Dawn Walton has stepped down from the Patient Participation Group, due to a clash of commitments. We would like to thank her for her involvement and interest thus far. Mr Keith Marshall has also expressed concerns about not being able to attend the PPG meetings but he would still like to be involved. He has therefore volunteered to be a “virtual member” of the Group.

#### **Minutes of Previous Meeting**

Minutes of the previous meeting held on 25<sup>th</sup> June 2012 were accepted as a true and accurate record.

#### **Matters Arising and Action from Previous Minutes**

Notice Board with photographs and a re-organisation/up-dating of the notice boards in the waiting room has been completed.

#### **Pilot Repeat Prescribing**

Kathryn spoke about the electronic repeat prescribing process whereby our patients can currently order their repeat medication through our website. However our clinical system EMIS now has the functionality to order through Patient Access which is fully integrated into our clinical system in the same way that booking an appointment on-line works. There are some advantages in processing repeat prescription requests this way, both to the patient and the Practice, e.g. you can see the medication you are allowed to order and you can track the progress of your request.

A disadvantage is that registration with us is required before you can use this method. (Some of you will be registered already for on-line appointment booking in which case you would not need to register again).

However before we introduce this fully we would like to try this out first and some of our Patient Participation Group Members have agreed to be “Super Users” to try this out before we make a decision to roll it out to everyone. The “Super Users” will monitor this for us and we will report back in January. Thank you to the PPG members for their involvement in this pilot.

### **Flu Clinics 2012**

Helen informed the Group about this year’s Influenza Vaccination Campaign; Flu Clinics this year will be run the same as in recent years. That is we will hold “walk-in” clinics where no appointment is necessary. All dates have been circulated both by letter, website and text message (when we have your mobile number). This method has proved extremely popular over booking appointments and enables us to vaccinate over 1,000 patients in two clinics, therefore enabling our patients to be fully protected very early on in the season and also does not interfere with our routine appointment system.

### **Staff**

Helen announced some staff changes; Hayley our Healthcare Assistant has moved to pastures new and been replaced by Debbie and Lisa. We also welcome Ashlee as a Medical Receptionist who has joined us as part of St. Helens Chamber of Commerce Apprenticeship Scheme. June also retired in September (please see below).

### **Any Other Business – Suggestions / Comments**

A member of the Group raised a query around the role of the HCA as opposed to a Nurse and a brief explanation of the difference in roles was given.

Helen clarified that any post handed in to the Surgery and addressed to the Doctors, is routinely opened by our Reception staff. These letters are usually discharge letters or medication changes from the hospital and require filing in the patient’s medical records. It has always been the case that Administration staff deal with correspondence coming into the Practice. Assurances were given that all staff are bound by the same confidentiality agreement as the clinicians and any infringement of this would be a serious breach and dealt with accordingly.

A question was raised by a member of the Group around cancelling appointments via the internet, during a week-end for example, rather than waiting until Monday morning to cancel when telephones are particularly busy. Confirmation was given that you can only cancel an appointment via the internet if you have made it on the internet in the first place.

One member asked whether a newly registered patient would have to wait to make an appointment until we received their medical record from their previous GP. The answer is no. If you need to see a Doctor before your medical records are received this is not a problem you can make an appointment.

A question was raised about a screening programme for Abdominal Aortic Aneurysm. We were not aware of this, but have since found the following:

*The NHS Abdominal Aortic Aneurysm Screening Programme (NAAASP) in Cheshire and Merseyside is now in its fourth and final phase. Screening is set to go live in Cheshire and Merseyside on 23<sup>rd</sup> January 2013, with the first patients being screen in March 2013.*

*NAAASP is offered to the male population during their 65<sup>th</sup> year and, on request, for men over 65 - <http://aaa.screening.nhs.uk/>*

### **Date and Time of Next Meeting**

Tuesday 29<sup>th</sup> January 2013, 6.30 pm – 7.30 pm at Rainford Health Centre



*It is with great sadness that we have to inform you that June, our Receptionist has passed away on Saturday 20<sup>th</sup> October.*

*After what has been a traumatic couple of weeks for June and her family and a brave fight, she could fight no longer.*

*June had only recently retired and was excited and looking forward to new adventures to come. She had been a loyal, experienced and very respected member of our Team for over 12 years. We at the Practice are shocked at the news, but no more than June's family, especially her Mum Joan, Husband Dave, Jane and Ian and all her family, all of whom she was very proud and shared countless stories about them with us over the years.*

*We are sure you will all join us in passing on our condolences, thoughts and prayers to her family, which we hope will bring them strength in the weeks, months and years to come.*

*The Practice Team  
Drs Webster, Twomey & Lowcock*