

**Havelock Grange Practice
Minutes of Meeting**

Meeting Title: Patient Participation Group	Date: Wednesday 10 th May 2017
Time: 17:00	Venue: Meeting Room 1, One Life, Hartlepool
Chair: Margaret Sneddon	

Present: PW (V Chair), MM, SW, GMcC, BC, EC, MW, Alison Eaton (GP), Michelle Harrety (Note taker), Tony Leighton (Hartlepool Healthwatch)

Item no.	Item description	Action for	Due by
1	Apologies for Absence Michelle Martin (PM), AT, AF, JB & JE		
2	Minutes of previous meeting Agreed as a true record		
3	<p>Matters Arising</p> <p>a. Ambulance Trust (Douglas McDougall) – No response to the invite from MM. Agreed the Group would still like him to attend to discuss the Ambulances in Hartlepool – Practice to chase.</p> <p>b. SystmOne – Update</p> <ul style="list-style-type: none"> Some of the group did not know what SystmOne was – To update - SystmOne is a clinical system that allows the Practice and other community services to be more integrated. Most of Hartlepool Practices now use SystmOne. Hospitals still have their own computer system, however Community Services, District Nurses, Podiatry, Respiratory etc use SystmOne, this allows for better care for the patients. It has however increased workload for the Practice due to new systems and protocols. 	PM	Next Mtg
4.	<p>Discussion points</p> <p>a. Appointments</p> <p>Appointments were discussed in detail as some patients are struggling to get appointments at 8.30. Dr Eaton explained that the Practice still does not have enough GP's/appointments to meet the demand of the number of patients. It was noted that it was impossible to book an appointment after 4pm. It was explained that there was a Wednesday evening, however in the current situation patients would need to ring on Wednesday morning to book the evening appointments.</p> <p>SW asked whether a priority could/should be given to those patients who work or those who have tried for more than 3 days to be given the later appointments – unfortunately, that would be impossible to manage.</p> <p>The Practice appreciates and is very aware of the difficulty patients have in booking appointments. The introduction of telephone triage on an afternoon is to help with the demand, where you can speak to a GP, and arrange an appointment later in the day. We are also working with Hartlepool & Stockton Health who are providing GP and nurse appointments in the evening and weekend. These appointments should be offered to patients if the Practice is full. It was recognised that this process is very new and only been available since mid April. All staff are still learning this new system. The Practice also offers E-Consult, which is a facility that can be used on line.</p>		

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	<p>b. On Line Services – It was explained, that since we have moved clinical systems, unfortunately, all patients have to re-register for on line services. This allows patients to book appointments on line along with ordering their repeat prescription. It was felt that patients cannot book an appointment through the online service. It was explained that patients can book appointments, when they become available at 8.30am, so they are available to book, when the Practice is open.</p> <p>c. Emergency Home Visit Line – It was discussed that if you need a home visit, you would not necessarily have a pen and paper to write down the Emergency Home Visit number. The Emergency Home Visit number has been put in place to ensure the call will be answered and that the patient is not put into a queue. However, if the patient was to stay on the line, the call would be taken but the receptionist would advise next time, please use the Home Visit number as this is a dedicated line.</p> <p>d. GP's Running Late – The group requested that somehow if the Practice could tell patient's the GP they are seeing are running late. It was explained, that with the new clinical system, we are looking into if the system could provide this type of information on the TV screens, or even when patients use the self check in.</p> <p>e. DNA's – The group asked if the number of DNA's could be displayed on the screens also.</p> <p>f. TV Screens – It was suggested that it takes 25 minutes for the Patient Group next meeting announcement to come onto the TV Screens – The Practice agreed we would look into this.</p> <p>g. Introduction Pack – Suggested a few minor changes before going to print.</p>		
5.	<p>Practice update</p> <p>a. Staff</p> <p>I. New</p> <ul style="list-style-type: none"> • Laura Cummings – Treatment Room Nurse (CMc replacement) <p>II. Leavers</p> <ul style="list-style-type: none"> • Cythnia Neil – Practice Manager • Gemma Parker – Practice Nurse 		
6.	<p>Dr Lawther – Praise to be recorded – passed on by a friend is a patient at the Practice</p>		
7.	<p>Healthwatch – What do they do</p> <p>Urgent Care Centre</p> <p>Tony Leighton, Patient & Public Engagement Officer from Hartlepool Healthwatch was invited to the meeting to explain what Healthwatch do and also to discuss the changes to the Walk In/Minor Injuries since the move to the Urgent Care Centre at Hartlepool Hospital.</p> <p>Tony explained Healthwatch was created to gather and represent the views of the public and plays a role at both local and national level in representing the public and giving feedback to help shape current and future services. Healthwatch work with the whole community including care homes, mental health etc.</p>		

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7.	<p>Urgent Care Centre The Urgent Care Centre is now located at Hartlepool Hospital, this moved on the 1st April 2017. This includes minor injuries and the walk-in service. This service is available as a walk in, however they are recommending that you contact 111 in the first instance. 111 is a service where they triage your call and recommend the best service for you. It is recognised that historically and still now people would turn up at A&E for minor issues. The idea of the Urgent Care Centre is to help support the A&E department. It is not the intention to re-instate the A&E at Hartlepool; this will still remain at North Tees. This is not for general/ongoing appointments, this is for minor injuries and if you feel unwell outside of GP hours. Call 111, talk before you walk.</p> <p>The Group thanked Tony for coming and explaining Health Watch and the Urgent Care Centre.</p> <p>Tony expressed if anyone would like to become a volunteer at Healthwatch to get in touch with him, or through the web site.</p>		
8	<p>Speakers The group discussed who they would like to invite to the group as a speaker.</p> <ul style="list-style-type: none"> • Ambulance • Podiatry – MM to invite to one of the next meetings • CCG – MW to invite Dr Nick Timlin, Hartlepool Locality Lead for Hartlepool & Stockton CCG to one of the next meetings 		
9	<p>AOB Cynthia Neil sent the PPG a thank you card – PPG really appreciated it. Dementia Awareness Week 15th May – 19th May– Various events are happening around the town – leaflet to be included in the minutes Carers Week – 12th June – 16th June – Various events are being held around the town – leaflet to be included in the minutes.</p>		
10	<p>Date of next meeting Wednesday 2nd August 2017 @ 17.00</p>		

Meeting Schedule

- 10th May 2017
- 2nd August 2017
- 1st November 2017
- 7th February 2018