

**Havelock Grange Practice  
Minutes of Meeting**

<b>Meeting Title:</b> Patient Participation Group	<b>Date:</b> Wednesday 25 <sup>th</sup> January 2017
<b>Time:</b> 17:00	<b>Venue:</b> Meeting Room 1, One Life, Hartlepool
<b>Chair:</b> V.Chair – MS	

**Present:** BC, EC, JE, MM, JB, WH, PW & MM (PM)

Item no.	Item description	Action for	Due by
1	<b>Apologies for Absence</b> MW		
2	<b>Minutes of previous meeting</b> Agreed as a true record		
3	<p><b>Matters Arising</b></p> <p><b>a. Chair vacancy (MS)</b> – the group acknowledged that GP stepped down from the chair’s position and thanked him for his time and support given to the group during his role as Chair. MS asked if no-one else was prepared to stand for the position that MS would put herself forward. The group were happy for MS to step in the chair’s position which then would require a V.Chair. PW volunteered for the position with the backing of the group. MS requested a thankyou letter be sent to Greg on behalf of the PPG, MM will send letter.</p> <p><b>b. Introduction Pack (MM)</b> – there has been a few minor changes and the group are happy with it in a booklet form. Copies will be made available in both receptions.</p> <p><b>Meeting Schedule (MM)</b> A schedule was presented to the group for agreement. All meetings have been set for the first Wednesday in the month except for May which is on the second Wednesday so as to avoid the Bank Holiday. All present were happy with the dates and the information will be displayed on the website and in both reception areas.</p> <ul style="list-style-type: none"> <li>• 10<sup>th</sup> May 2017</li> <li>• 2<sup>nd</sup> August 2017</li> <li>• 1<sup>st</sup> November 2017</li> <li>• 7<sup>th</sup> February 2018</li> </ul>	<p><b>MM</b></p> <p><b>MM</b></p>	<p><b>Done</b></p> <p><b>10-02-16</b></p>
4	<p><b>Practice update (MM)</b></p> <p><b>a. New starters</b> – Donna Wearmouth HCA who replaces Caroline Bell. Gemma Parker Practice Nurse, who replaced Mandy Ghebreyal</p> <p><b>b. Leavers</b> – Claire McReynolds Treatment Room Nurse, left the Practice in December, interviews for this position is being held next week. Also Cynthia is retiring on 31<sup>st</sup> March 2017.</p> <p><b>c. SystemOne</b> – The Practice is changing its clinical software from Vision to SystemOne. The new software has not been a cost to the GP Partners as the CCG is paying for it. The new system does have several benefits in that all clinical consults that happen in the community and hospitals are then shared with the patients GP at the time of the consultation. Training for all staff is at present being delivered; however, when the new system is available this will ultimately slow clinicians down as they find their way around.</p>		

Item no.	Item description	Action for	Due by
4	<p><b>Practice Update continued</b></p> <p>On Friday 27<sup>th</sup> January the new provider TPP (SystemOne) will take a final cut of the data from Vision which will then leave the Practice with a read only facility. Any new entries made after the cut will not show in the SystemOne. To reduce the amount of re-entering of data all clinics have been run down and from Monday 30<sup>th</sup> January until Tuesday 7<sup>th</sup> February only urgent problems that cannot wait will be dealt with. Patients turn up at the Practice on a daily basis will be seen and dealt with but were possible patients will be asked to contact the Practice on Tuesday 7<sup>th</sup> February where it will be business as usual. All patients seen during this read only period will require all information to be re-entered into SystemOne from Tuesday 7<sup>th</sup> February. Information regarding this period has been posted on the website and notice boards in both reception areas. PW asked what the benefits were for patients in changing clinical systems. MM was unable to think of any at the time. Routine appointments will not be available during the read only period. MM stated that she preferred the current appointment system of only having appointments on the day. However, once the new system is in place there will be on offer pre-bookable and on the day appointments. During a recent appointment with a Pharmacist JE praised the staff member on their quick response regarding changing of medication. Other comments were then raised regarding reception staff and their helpful assistance especially Joanne Kelly who several members concurred with and JE wanted it minuting for JK's professionalism at all times. It was during this conversation that MM highlighted that one of the benefits of the new system will be receiving documentation quicker especially around medication changes which may reduce the number of appts that are used for such requests by patients.</p>		
5	<p><b>Ambulance Trust. Douglas McDougall (MS)</b> – MM checked previous minutes for date when DM was previously invited to attend PPG meeting, this was July 2016. MS asked the group if they were keen to invite DM back for an update on Ambulance response times etc, which everyone agreed to invite DM to the next meeting. MS is due to attend a Healthwatch meeting in which she will try to obtain information regarding ambulance response times and the number of vehicles the town is assigned. MM will invite DM to the May meeting on the 10th</p>	MM	Done
8	<p><b>Response to PMs attack on GP's (PW)</b> – PW asked what the GP's thoughts are regarding the comments made by the Prime Minister on 24/7 working. GP's have commented that it is currently unfeasible as there are so few staff and that the idea for 24/7 working is more likely to occur at a Federation level, and will rely on a lot more allied health professionals. There is a Federation Ltd Company working for Hartlepool &amp; Stockton, called HASH, which all Practices signed up to, to help support and continue to provide services for patients in Hartlepool &amp; Stockton. The group are keen to support the GP's in anyway that is possible, MM will pass this on to the GP's, MM thanked the group on behalf of the GP's for their support, understanding and positive comments.</p>		

9	<p><b>AOB</b></p> <p><b>a. MIG (Medical Interoperability Gateway) Implementation (PW) –</b> PW providing briefing notes on MIG, which will be attached. As previously mentioned, the Practice is moving to a clinical system which will allow the Practice to communicate with Trusts and Community Services on patient care. This will enable the Practice to act upon medication changes for instance much quicker than relying on written correspondence arriving at the Practice days later.</p> <p><b>b. eConsult (MM) –</b> informed the group that the Practice will in the near future be provide a process called eConsult, the facility has been purchased by the HASH Federation and it is designed to help patients gain better access to instant medical care and advice while empowering GP's to run the Practice more efficiently. However with the impending change in clinical system this has been delayed until after SystemOne has been running a few weeks. The eConsult facility will be attached to the Practice website and has lots of benefits for both the Practice and patient. For further information please follow the link <a href="https://econsult.net/">https://econsult.net/</a></p>		
13	<p><b>Date of next meeting</b> 10<sup>th</sup> May 2017</p>		