St John’s Way Medical Centre – Patient Participation Group (PPG)

MINUTES OF SJW PPG Meeting on Wednesday 12 December 2018

**Patient Representatives:** Vivienne Duckett, Nancy Scully, Jenny Klaus, Tricia Barnet, Daphne Coleman, Mary Slow, Lez Quinn, Caroline Humphries, Lenni Smith, Eileen Coleman

Chair: Jan Pollock (JP)

Staff: Jennifer Scott (JS), Minute taker, Penny Borrow (PB), Development Director ( JJR) Jack Johnson Rose, Practice Manager

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| **Agenda Item** | **Action** |
| **Introductions & overview of Agenda from the Chair:** JP gave introductions for benefit of PPG members and they talked about how they have enjoyed all the Groups that have been set up by SJW PPG. |  |
| **Minutes & Matters from Previous Meeting:** 12th Sept 2018   * **Minutes of Meeting-** agreed; all matters arising will be covered under agenda items. |  |
| **Islington GP Federation - JJR:**   * **JJR** gave overview of his new Role as Ambassador for the Islington GP Federation – he will be working within the north Islington network of GP Practices (which include Northern Health Centre, Beaumont Practice, Andover Medical Centre and SJW) to promote collaborative working and ensure that the Federation is aware of local issues within our practices. It was noted that SJW and other practices above are all part of the North CHIN (Care closer to home Integrated Network). JJR reported that Islington GP Federation is looking for a patient representative from the North CHIN network to join the Group on a once per month basis and one PPG member (LQ) expressed interest and requested more information. * JJR will keep the PPG informed of further developments. | JJR to keep PPG informed of developments |
| **Practice Working Group - JJR & PJB:**   * In July 2018, SJW set up a Working Group to find ways of solving problems within the surgery to do with continuity of patient care, on-call services and increasing patient demand. We successfully applied for funding to run a quality improvement project and we have employed a Practice Based Pharmacist to join our other existing pharmacist (who was placed here by Islington GP Federation in August 2018). This is a relatively new role in general practice; pharmacists can offer a range of patient services including treating minor ailments, prescribing, medication reviews, triage, long term condition reviews etc; they are also skilled in understanding medication side effects and so can really help patients on multiple medications. Starting on the 07.01.19, the surgery’s morning on call system is completely changing and patients won’t be able to walk in anymore. Instead, both pharmacists will be leading a new morning telephone triage system, working with the on-call duty doctor each day and ensuring that patients are offered the most appropriate pathway for sorting out their problems. JJR and other members of the team will be closely monitoring the project on a range of quality targets from 07.01.19 to 31.03.19 and it is hoped that the project will be successful in stream-lining patient care and reducing pressure on our overstretched staff and services. | JJR to keep PPG informed of outcomes from quality improvement project |
| **PPG Funded Activities – PJB & Committee Members:**   * We are still waiting for a response from Islington Community Chest about our bid for more funding to cover activities in 2019. * PJB will complete and the evaluation form for 2018 in the next few days. * LQ is interested in doing some fund raising for the group and asked for ideas on what the PPG would like to do for next year – the following suggestions were made: * CH & CSdB have made contact with Octopus Community Network (who support and coordinate community activities in Islington) and will meet them in the New Year and report back; * Bags of Help – scheme where supermarkets and other shops use the money they save from sales of plastic shopping bags and donate to local community groups – suggested that we make contact with our local supermarkets; * Continuation of current activities – Singing, Gardening, Art to be discussed by the Committee; * Fitness for Football; * Cooking Group; * Yoga; * Walking Group; * LQ suggested that funds could be raised for employing an administrator for the project or an outreach worker to help patients get to activities. * Suggestion that the PPG could launch a PPG-led Newsletter * LQ is also happy to spend time networking in the practice, talking to patients and promoting news about all the PPG’s wellbeing activity groups in order to increase attendance * Agreed Committee to arrange a date to meet early in the new year to discuss ideas and report back to the first PPG meeting of 2019. | PJB to chase re funding decision and complete 2018 evaluation  LQ on standby  CH/CSdB to meet Octopus  Who will do this?  Committtee to meet early New Year and discuss ideas |
| **Open Forum Discussion:**  TB raised the issue of the POLCE (Procedures of Limited Clinical Effectiveness) policy that will be launched by the CCG in the New Year. This is under discussion at “Islington Keep our NHS Public”; it is seen as another example of the cuts and the erosion of NHS services. PJB informed the group that she was unaware of a new POLCE policy and said it is likely to be an update of a policy that has been in place for several years that identifies secondary care surgical procedures that can only be carried out after passing independent funding criteria. The original POLCE was introduced as a way of reducing NHS expenditure on non-essential surgical procedures. | TB will feedback any further news on this |
| **Dates and Chair for next PPG meetings**  **Next Chair for SJW PPG meeting - Caroline Humphries**  **Next SJW PPG meeting – UPDATED:** Tuesday 19th February 2019 (confirmed)  **Provisional date for next SJW PPG AGM:** – Wednesday 12th June 2019 (to be confirmed) | CH – Chair for next PPG mtg on 19.02.19 |