



## **Bodriggy Patient Participation Group**

### **Patient Participation Group Meeting**

**Tuesday 21 June 2016 at 2.30pm**

**Present:** Stephanie Jones, Practice Manager (SJ), Margaret Woolcock (MW), Dianne Gibney (DG)

**Apologies:**

**Visitors:** None

This meeting was to be cancelled in place of the meeting with GP Out of Hours representatives but they hadn't responded to email from MW. Some members turned up for the meeting so it was decided to go ahead.

Welcome by SJ and the minutes approved as a true record.

**Matters arising from previous minutes.**

#### **Out of Hours GP Service**

MW – Has invited the Cornwall Out of Hours GP Service to the practice to give a presentation to the PPG. Confirmation of date awaited but MW will email them again to chase this.

#### **Kernow CCG – Financial Situation**

SJ – Early review of annual contracts – Only 1 quarter into the new financial year and we have been told that all small contracts are under review and contract can only be guaranteed until 30 June 2016 (for general practice this includes enhanced services such as 24 hour blood pressure checks and 24 hour ECGs, 7 day ECGs, contraceptive implant fitting/removal, coil fitting/removal, minor surgery, Drugs misuse service, extended hours, vaccinations including influenza, Near Patient Testing etc). We are hoping to be informed in the next few weeks whether any of these services will be withdrawn from our contract.

**Hayle Celebration Day** – Reminder that the Hayle Celebration Day is on Sunday 3<sup>rd</sup> July on King George Memorial Walk in Hayle.

## **Agenda Items**

### **Patient On-line Services - update**

The practice is currently working 2 systems (The Waiting Room Version 1 and the original Email style system when the website was first developed). The first step would be to remove the Email style system and get all users to switch to The Waiting Room Version 1 then we can upgrade the system to The Waiting Room Version 2. Work will start on moving patients over within the next few weeks.

### **Any other business**

DG – When a patient declines an invitation for a health check (e.g. because they are reviewed at the hospital) why are they invited again the following year? SJ – under the Quality and Outcomes Framework, the surgery is obliged to invite patients annually regardless of whether they declined the previous year.

DG – If a letter is sent to more than one person in the household (e.g. flu vaccination invitation), why can't the letters go in the same envelope. SJ – this is not allowed due to the Data Protection Act. We are not sending flu vaccination invitation letters routinely anymore, instead we advertise the flu vaccination clinics on a banner, on posters, on prescription counterfoils, on the waiting room TV and on the website. We also put an advert in the Hayle Pump Newsletter. If we have a mobile telephone number, we will also invite patients by text message. After the clinics, we telephone patients who have not attended and will only write to patients if we cannot get hold of them by telephone. We are hoping to reduce postage costs further by using text messaging to invite patients for routine check-ups and hope to introduce contact via email in time.

DG – Personal problem with prescriptions – SJ will ask Elly, Reception Office Manager, to contact DG when she returns from annual leave.

**Friends & Family** – SJ - April, May and June figures will be discussed at next meeting.

**Date of Next Meeting – Wednesday 27<sup>th</sup> July at 7pm – Derek from the Cornwall Out of Hours GP Service will be giving a talk and will answer any questions.**

**SJ. 28/06/2016**