

## Minutes of The Waterfoot Group of Doctors

### Patients' Reference Group

Held on Tuesday 9<sup>th</sup> of February 2016

**In attendance:** Dr D M Doherty(DD) John Doherty(JD) Ronnie Barker(RB) Carole Barker(CB) Lois James(LJ) Robert Jeeves(RJ)

**Observer:** James Thomas(JM) Whitworth Medical Centre

**Apologies:** John Moores and (DD) for early departure.

Jane Britten, who has offered to maintain the Planters and 'outdoor garden', was contacted by phone in January and had hoped to attend but unfortunately her email contact details are not available to add to the 'circulation list' as a reminder.

**16-18 AOB brought forward for discussion** to allow (DD) to comment before leaving.

(RB) drew attention to the post on the Website <http://www.waterfootgroupofdoctors.co.uk/>

#### New Service!

We would urge all patients to use the new EPS (Electronic Prescribing Service) which allows you to nominate a pharmacy of your choice to collect and issue your prescriptions. Full details on website: [systems.hscic.gov.uk/eps/patients](http://systems.hscic.gov.uk/eps/patients)

It is acknowledged that the PPG Meeting is not to be used for individual complaints as the Practice has an official complaints procedure to ensure all items are followed up.

(RB) reported in this case there is a 'Theme' emerging which due to the numbers involved indicates the 'electronic prescribing' system is not working as intended and felt the issue should be discussed especially as we were 'urging' use of the new service.

(RB) has spoken to the Manager of the Wells Pharmacy this afternoon who stated they didn't have sufficient time from the date of prescribing, and had limited 'shelf space' often resulting in stocks of medicines being unavailable, to meet the needs of the Patients. She stated the Area Manager was due in the next day to discuss the problems to try to find a solution.

(DD) reported the GP Practice had done everything possible to help which had included bringing 'due dates' forward but the problem still remained. She couldn't understand how an electronic system introduced to speed up the 'Dispensing Process', failed, when the old paper system of handing a prescription to the Patient at their appointment, who

then proceeded to the Pharmacy and handed it over the counter and either waited to collect there and then, or called back later, worked.

(JD) reported he would be seeing the Area Manager on his visit but didn't hold out much hope of a resolution as they had met on 3 previous occasions to try to solve the problem.

**(DD) then left to allow the Agenda to be discussed in her absence.**

**16-19 (RB)** said the reason for circulating an 'Electronic Agenda' was to show the added benefit available by using 'Hyperlinks' to feed into further information and for this meeting it would be used to highlight the 'Technology', which is now incorporated into the Newsletters allowing instant access to the Internet not available through 'printed copies'.

**As an introduction (RB) shared a Power Point Presentation called 'Engaging Patients through Social Media from the recent Patient Partnership Board. One of the slides pasted in below dispelled a few 'Myths' about our more senior citizens.**

## **LATEST INTERNET USAGE (OFCOM 2015)**

- 85% of households have access to the internet, with 30% being superfast
- More than seven in ten adult internet users (72%) have a social media profile
- 93% of UK adults have a mobile phone, of which 73% are smartphones (increase of 27% from 2012)
- 65+ age group are the fastest growing smartphone market

**16-20 (RB)** then returned to the Agenda by following the link to the Waterfoot Patients Reference Group Facebook page <https://www.facebook.com/groups/WaterfootPRG/>

This 'Closed Group' page for **Waterfoot Registered Patients** 'only' now has the Agenda and Minutes posted for those who would like to be kept informed without having to physically attend meetings. Any members wishing to raise any issues or concerns can post on the page once they have joined the Group.

The intention is to promote this facility throughout 2016 to raise awareness and to create an extended 'Virtual PPG' to help to improve the services available.

(JT) commented they attracted extra members to their Group by members handing 'flyers out' in the Surgery and they now have a 'waiting list' of Patients wanting to join.

**It was agreed that the minutes of the last meeting for 01/12/15 were a true record of what took place.**

(JD) informed the Group that the Fish Aquarium was due to be installed on Wednesday and has subsequently confirmed this has taken place.

Unfortunately the Wi-Fi will take a little longer.

**16-21** (RB) then used the Agenda link to the Waterfoot Patients Participation Information page which is open to the Public at Large to share awareness

<https://www.facebook.com/Waterfootpatientsreferencegroup/>

A post on the 26/01/16, 'An Alternative Guide to the NHS', was used to highlight the different ways to pass on 'Health Messages' to different audiences. This 'Kings Fund animated whistle-stop tour of the NHS' and 'how the new organisations work and fit together' is worth a 7 minute watch of anyone's time.

**16-22** The Waterfoot Agenda link <https://twitter.com/WPRG1>

Was then used to show what part 'Twitter' can play to reach the public to send out short messages highlighting information, and reaching larger audiences with the use of '#tags' etc.

**16-23** The Agenda links to the Patient Partnership page of the East Lancs CCG website and the Dementia Friendly Rossendale Newsletter were displayed to access further information.

**16-24** The link to the Rossendale PPG Network Facebook page

<https://www.facebook.com/groups/259014054275156/?ref=bookmarks>

Showed how this site is now developing to allow the other Rossendale GP Practices to share their latest newsletters for any member of the Public who request to join to see and get involved by spreading further awareness amongst their friends.

(RB) mentioned that he and (CB) had visited Alder Grange to explore how High Schools could become involved in the PPG Network and the Headteacher suggested that perhaps the formation of 'Student Health Councils' could be a way forward and he would have discussions with the Curriculum Lead for Health & Social Care.

Everyone present felt this could be a good way to engage with the younger population as Pupils don't necessarily think of themselves as patients.

**16-25** the link from the Agenda to <http://www.waterfootgroupofdoctors.co.uk/ppg.aspx>

Allowed the Action Plan on the patients' page on the website to be accessed to show how some of the actions are being addressed within these minutes.

**16-26** The final link from the Agenda to the newly updated REAL Community Directory test site to be launched to the Public on the 26/02/16 at 12 Noon at Haslingden Community Link was then followed to show the information that will be available as a Foundation to build on <http://real.jgmtest.co.uk/>

(RJ) commented on how this could prove to be a valuable 'tool' for the 'Clinicians' to show what services are available in the Community.

(RB) also advised it was the intention on the 26/02/16 for REAL to hand over an iPad for the use of established PPGs from monies awarded through the Big Lottery Funds matched by REAL's own reserves. It is also intended that each of the 9 GP Practices will have access to Wi-Fi to facilitate their use to share awareness with health Centre Patients.

(JT) commented on how 'Case Study' sites could help Patients to help themselves by sharing their 'Condition Management' etc.

**16-27** It was agreed that since this particular meeting was in a 'one-off format' to display as much information as possible in the shortest space of time, it was hard to 'minute' what had taken place, so (RB) would attempt to capture the detail for circulation.

There being no other business - The meeting closed at 7.05pm.

**Date of next meeting: Tuesday 05/04/16 at 6pm at the Waterfoot Health Centre Training Room.**

**All Patients are welcome at future meetings, and regardless are invited to join the 'closed facebook' group to be kept informed if they don't feel 'face to face' meetings are their 'thing'. Please also consider applying to join the Rossendale PPG Network to share in the news of the other Rossendale GP PPGs. (Patient Participation Groups).**