

**Ainsdale Medical Centre**

**Patient Participation Group Thursday 9<sup>th</sup> May 2019**

**AGENDA**

1. Apologies
2. Minutes of the last meeting
3. Update of speakers for the year
4. Recruitment to the Group
5. Review of new practice website – due to be launched soon
6. Practice update from Paul Ashby
7. Any other business

**Present**

Chair: Helen Graham

Practice Clinical representative: Apologies from Doctor S K Bennett who had clinical duties.

Practice Administration: Paul Ashby

Present: Roger Exley, Joan Duckworth, Jean Washbourne

Apologies: Ian Watson, Barbara Jones, Ken Lowe, Roger Grand

**1. Welcome and Apologies**

Apologies were noted as shown above.

**2. Minutes of the last meeting**

Aside from a minor error on the date of the meeting which PA will correct, the minutes were accepted by the members present.

Helen asked if we could move the date of the AGM meeting from 19<sup>th</sup> September to 26<sup>th</sup> September to avoid a personal diary clash. This was agreed. Paul informed the meeting of the dates for the flu clinics which will be the 9<sup>th</sup> and 16<sup>th</sup> October.

Remaining dates for 2019 therefore are July 4<sup>th</sup>, September 26<sup>th</sup> and November 14<sup>th</sup>

### **3. Update on Speakers**

Helen has organised a clinical nurse from Liverpool Heart and Chest Hospital to do a talk at the July 4<sup>th</sup> meeting. LHCH will pay for tea and coffee. Jean, Helen and Joan will take care of providing the hot drinks and will liaise nearer the time when we have a clearer idea on the numbers.

We will aim to get a good audience – 20-25 people by inviting other PPGS from our primary care network and by promoting in the surgery and on the website etc.,

PA has given Dr Bennett advance notice of the meeting. His presence as a Cardiology specialist will be important.

Jean will speak to James from Hirshmans about doing a talk at the November 14<sup>th</sup> Meeting. He can speak on a wide range of topics associated directly and indirectly with his role as a community pharmacist.

### **4. Recruitment to the Group**

Helen informed the meeting that Roy Connell has written to her recently to advise that he is leaving the PPG. Roy's tireless energy and commitment to the group over a number of years was acknowledged.

The meeting recognised the need to develop and attract new members. Paul said he would cover some ideas in the item on the new website.

### **5. New website**

Paul demonstrated a chart which highlighted a series of digital improvements that are mandated in the new GP contract over the next two years.

Amongst them is the development of a new website with certain data management features. Paul is accelerating delivery of this item ahead of the mandated deadline and he gave a brief demonstration of the current development version. It is crisper and fresher and will have a more 'newsy' feel to it which will make it easier to engage with patients. He plans to introduce Twitter alongside the new website to proactively 'push' news to patients rather than wait for them to visit the website.

Paul explained that he had asked the IT support team to help him develop a recruitment 'pop-up' screen that is triggered whenever a user visits the PPG page on the new website. This will be a more dynamic way of alerting patients to the existence of the group. He hopes that all practices can use the same method as they all adopt the same web platform over the coming months.

The website should be live in a couple of weeks.

He also demonstrated E-Consult - an on-line consultation system which will be coming to the surgery within the next 6 months or so – possible sooner – and which will represent a big change to the way patients interact with the surgery and the clinicians.

A further item on the digital improvements schedule is the promotion of electronic repeat prescribing which allows patients who meet certain criteria to have their medication approved for a period of 6-12 months so the pharmacist simply draws down the prescription each month. It reduces admin for the patient and the GP and the pharmacist. Paul took an action to check the eligibility criteria for this scheme.

Also worthy of note is a new development in EMIS that allows people to be approved as a proxy for on-line access to a patient's record. This means that parents can have access to their children's records to book appointments, order medication on-line etc. This applies to all patients and might also be helpful for adults with elderly parents and even nursing homes ordering medication for their patients.

## 6. Practice Update

See above for details of the digital improvements initiatives which are a point of key focus for the practice. There were no other updates on the practice and the practice team.

## 7. Any other Business

Jean updated on her work with Merseycare and the patient expert panel that she sits on for the development of the new Hartley Hospital. She explained some of the design features of the new hospital which is expected to be partly open by the end of the year.

Jean has also shared her summary notes of the Merseycare Patient Experience and Engagement Strategy Meeting on 26<sup>th</sup> April 2019



Merseycare Patient  
Experience and Enga

Paul and Helen are attending a C.C.G. meeting in Hightown on May 15<sup>th</sup> which has the aim of exploring the roles of PPGs in the new world of the Primary Care Network. Ken is also attending in his Healthwatch role.



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