

# STEYNING HEALTH CENTRE

Dr E Noren & Partners

Minutes of the PPG and Practice Meeting

Tuesday 26<sup>th</sup> April 2016

Health Education Room

<b>1.</b>	<b>Present:</b> Dr A Rainbow; Lesley Humber, PPG Chair; Tom Blanch, Sue Bennett, John Denham, Mike Monaghan, Gill Ness Collins, Mike Slator, Upper Beeding Pharmacist; Paul Moss, Business Manager
<b>4 PPG Update</b>	<p>Lesley Humber outlined the two objectives for the current PPG year as</p> <ol style="list-style-type: none"><li>1. Provision of services and support for those living in Bramber &amp; Beeding</li><li>2. Provision of services and support for young people</li></ol> <p><b>Services for young people</b></p> <p>Lesley Humber and Sue Bennett had met with the Youth Officer at Steyning school grammar and had a very useful meeting. The school did not have any health promotion material so Sue had collected and provided some. The provision of this needs improving in the future. Dr Rainbow wondered if the Horsham Wellbeing Hub might be able to help in this regard.</p> <p>The School council were very keen for more support materials particularly around mental health, counselling. Promotion of the web site Your Space could help. There needs to be more emphasis on low end mental health issues across the area. The Youth Officer is very enthusiastic for more local services. Mike Monaghan believed that the Wellbeing Hub was not focussed on young people.</p> <p>Dr Rainbow attends the HDC Public Health monthly meeting; he will raise the issue of access for young people with them.</p> <p>The PPG will use a virtual group, Youth Voice for feedback.</p> <p><b>Bramber &amp; Beeding</b></p> <p>The PPG had a presence at the quarterly Health Event but it was not well attended. Tom Blanch was there an hour and no members of the public attended. Sue Bennett saw just 4 people. Although the event was advertised on the council website there is very little other promotion. Lesley Humber will keep the subject on the agenda.</p> <p>There is potential to hold one or more of the PPG Focus evenings at the Hub in Upper Beeding.</p> <p><b>Forthcoming Events</b></p> <p>Dr Rainbow was asked, given his interest in promoting bowel screening, whether the practice would like a focus group event on screening of all types. Dr Rainbow has recently done an audit of Bowel Screening response rates among patients at Steyning Health Centre which showed an uptake of 69%. It was believed that an event to focus on this and other screening services would help to improve the uptake. The Bowel screening service is effective at identifying early stages of bowel cancer and an improvement in uptake would help save lives.</p> <p>The screening topic could be widened to include breast, smears, diabetic</p>

	<p>eye screening and pre diabetes. This will be covered in a future event. Lesley Humber asked if a partner would present the topic of Pre Diabetes at a Focus evening during July. Dr Rainbow thought this was very likely. Lesley Humber commented that the talks from the partners were very much appreciated by the practice patients; she had received many positive comments.</p>
<p><b>5. Review of the 2013/2014 Patient Survey</b></p>	<p>A summary of the latest FFT feedback comments and data as well as a summary of the GP Practice survey for Steyning HC conducted by MORI were distributed. These were not discussed during the meeting as earlier surveys had been discussed at great length, overall the surveys were considered good but feedback was requested from the PPG</p>
<p><b>Practice Changes</b></p>	<p>Dr A Goodwin is leaving the practice to focus on a change of career to become a lifestyle coach.</p> <p>The partners have looked at the needs of the practice patients and compared their findings with the services and personnel offering them. Patients currently have difficulty in making a routine appointment in 2 days to 2 weeks' time. The on the day requests are usually met as are bookings for more than 2 weeks' time. The aim is to free up GPs from on the day work to enable them to have more routine appointments.</p> <p>To do this we are considering creating an "on the day team" which will involve triaging the requests to one of several possible persons such as a Paramedic Practitioner, Advanced Nurse Practitioner, Minor Illness Nurse or a GP. We will be looking for the nurses in this team to have or obtain a prescribing qualification but in the interim they may prescribe under an approved system called a Patient Group Directive (PGD). This provides the nurse with a written protocol to follow for determining whether a specific drug should be prescribed; a GP will need to sign the script. A high percentage of the on the day requests will be rung back by a Triage nurse before an appointment can be made. Mike Monaghan expressed reservation about the use of Triage systems based on feedback from other practices. Dr Rainbow sympathised but promised every effort would be made to ensure the service was quick and responsive.</p>
<p><b>Change of Clinical Record System</b></p>	<p>Paul Moss advised the group of the decision to change the practice clinical system from InPS Vision to TPP SystemOne. He explained that the product is more responsive and fast to use with a greater flexibility for audit. As the data will be stored offline at an NHS approved site, SystemOne offers the benefit of enabling access by our clinicians to the patient record from anywhere within the NHS. With approval from the patient, their clinical record may also be shared across NHS Health providers, eg Sussex Community NHS Trust thus enabling our GPs to see the community nurse entries and visa versa.</p> <p>Changing to a new computer system is a major task and will affect all practice staff and the work they do. We have set aside a week for training from April 26<sup>th</sup> and the change to the new system will commence on May 5<sup>th</sup>. We expect SystemOne to be operational apart from the online services by 13<sup>th</sup> May. Whilst staff become used to the new system and particularly during the training and installation periods, the administrative and clinical services will be a lot slower. Notices will be put on the web site and in the surgery explaining the delays but please ask patients to be patient with us and to request any scripts in plenty of time.</p> <p>The practice regrets that all patients requiring access to the new Patient Online services (this includes all existing users), will need to apply in person and to bring confirmation of identity. We apologise for the frustration this will cause patients but it is vital that we confirm identities as we move towards an era where patients will be able to view and access their whole record on line.</p>

<b>AOB</b>	Lesley Humber advised the practice of the PPG Awareness week starting 6 <sup>th</sup> June and asked if they could have a table in reception for a display. This was agreed. The meeting closed with Dr Rainbow thanking the PPG for their work on behalf of the practice.
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