



Minutes of the PPG meeting held at 12.30pm

Monday 15th January 2018

at The Old Orchard Surgery, Wilton

Present - Dr Corke, Jenny Holmes , Stephanie Stevens, Sue Haddock, Pauline Rose, Lynn Taylor, Karungi Grant, Karen Johnstone,

1. Apologies for absence were received from Carol Slater, Steven Hyde, Paula Bremridge, Claire Snook and Jessica Holland.
2. Matters arising from the previous minutes:
 - a. Update on Codford self check in – the screen was installed mid December So far 192 appointments have been checked in using the self check in screen. Patients are slowing getting used to it and have the option to use it or wait for a receptionist. Jenny obtaining cost for installing a screen at Wilton.
 - b. DNA texts - receptionists are able to text patients who did not attend for their appointment at the end of each morning and afternoon surgery. Jenny will discuss with each reception team and start texting with immediate effect.
 - c. Old Orchard Surgery will apply for a grant to get the front door replaced with electronic doors. Money can also be used from the equipment fund.
3. New travel clinic – travel injections can often be complex and require dedicated time to do this. A travel clinic for all patients, across all sites now runs on a Tuesday afternoon at the Old Orchard Surgery in Wilton, run by Practice Nurse Angela Bennett. Ideally patients need to book their travel injections 6 weeks in advance of their travel so we ensure we have the correct vaccinations in stock. This also allows for a course of injections. Any patients that are unable to attend the dedicated travel clinic can still be seen by a Practice Nurse at their own surgery or attend a dedicated travel clinic in the area.



4. Update on building work – Shrewton has changed the end office/storage room into a new consultation/treatment room. There is likely to be an increase in patients registering with Till Valley due to the Shrewton branch of the Cross Plain Health Partnership closing in due course. An extra clinical room is needed to cope with demand.
5. As we are all aware Dr Andy Hall is retiring on 30th March 2018. Dr Toby Williams, who already works at Shrewton two days a week will be at Fovant on a Monday and Dr Lindsay Kinlin for the rest of the week.
6. Online access – 27% of patients are signed up for online access. Jenny to look at The Orchard Partnership website to check if it is user friendly and move the logging into SystemOnline box to the top of the web page.
7. More information needed about the PPG and who the members are on TOP website – Jenny to action.
8. Choose and Book now Electronic Referral System (ERS) – when the GP makes a referral it is sent direct to a referral centre (Sarum Referral). The referral centre will send out a letter with a username and password for the patient to book their own appointment online. This allows the patient to book a convenient date and time to them. All referrals from 1st April 2018 now have to go electronically via ERS.
9. Flu vaccinations – 2017 flu vaccine contained 3 strains of flu. For 2018/2019 the Practice will be using the quad flu for adults. This contains four strains which will provide more protection against the flu than this year, which contained three strains. Children's flu contained four strains this year and the same again for 2018/2019.
10. GP at hand – this is a government approved initiative which you may have seen advertised on TV recently. It is currently running in London with 28,000 people registered with this scheme. Patients can access at GP, 24 hours a day, 7 days a week by mobile – either by phone or video chat. However, if patients register with this scheme they are automatically deducted from their current Practice. Many patients are not aware of this.



11. Physio referrals – patients are now able to self refer to physiotherapy rather than going their GP for a referral. Patients will need to complete a questionnaire which is then prioritised by the physio department at SDH. Posters of this service will be displayed in each surgery. Discussion of running a physio clinic at Codford to save patients travelling to SDH.
12. Fovant raised £600 from the recent raffle in December which has gone towards an ear syringe machine and a 24 hour ECG machine – thank you.
13. Date of next meeting – Monday 21st May at 12.30pm