

BRAMHALL & SHAW HEATH MEDICAL GROUP

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SK7 3EP



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SHAW HEATH HEALTH CENTRE
GILMORE STREET
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STOCKPORT
SK3 8DN
0161 204 5572


Attendees		16.11.17	6.03.18						
John Baxendale (JB)		x	✓						
Sue Carroll (SC)		x	x						
Chris Conley (CC)		x	x						
Michael Davies (MD)		x	✓						
Maureen Hughes (MH)		✓	x						
Chris Husband (CH)		✓	✓						
Kath Ince (KI)		x	x						
Gillian Rowe (GR)		x	x						
Jackie Sanderson (JS)		✓	✓						
Yvonne Spurrell (YS)		x	✓						
Ann Stewardson (AS)		✓	x						
Pamela Walton (PW)		✓	x						
Joyce Wilkinson (JW)		✓	✓						
Mark Wright (MW)		x	✓						
Dr Alex Bayes (AB)		x	✓						
Jenny Taylor (Jenny)		✓	✓						
Paula Young (PY)		✓	✓						
Sarah Woolley (SW)		✓	X						

PATIENT PARTICIPATION GROUP – 06.03.2018

MINUTES

Item	Subject	Papers
1.	Apologies Jane Douglas , Pamela Walton, Kath Ince	
2.	Previous Minutes & Outstanding Actions No volunteers for PPG Chairman. SW to write a brief summary on DOCMAN 10 for the Spring newsletter.	 20171116.doc
3.	Dr Alex Bayes, new Senior Partner: Introduction and going forward in the Practice Dr Bayes introduced himself to the Group as BSHMG senior Partner and talked through his Vision Statement for the Practice.	 Mission statement 2018 - Bramhall and S

4.	<p>New ANP (Advanced Nurse Practitioner)</p> <p>The Practice has recruited an ANP (Advanced Nurse Practitioner), Sally Wood and explained her role. <i>See attached notice.</i></p>		 <p>Welcome to Sister Sally Wood.docx</p>
5.	<p>New Practice Nurse</p> <p>Geniene Morris joined the Practice in December as a Practice Nurse. She qualified from Salford University with a degree in nursing in 2006, spent 2 years working in Accident and Emergency, then 7 years in Intensive Care. Has been working within practice nursing for over two years and has interests in Respiratory illness, Chronic Disease Management and contraception.</p> <p>We also have a Locum Practice Nurse Beverley Owen; Bev qualified as a nurse in 1986 and spent 3 years working in A&E. She began working as a Practice Nurse in 1990 and completed her degree in community nursing in 2001 at Manchester University. She is particularly interested in travel health, children's immunisations, diabetes and chronic disease management.</p> <p>This now takes our Nursing team to 3 Practice Nurses and 2 Health Care Assistants.</p>		
6.	<p>Name change and logo</p> <p>The Practice has now officially changed its name to “Bramhall & Shaw Heath Medical Group” and the Partners have agreed on a logo which will feature on our letter heading, website and notice boards.</p>		

	<p>PPG asked if the choice of logo was final and suggested it could better reflect the NHS with reference to the recognised NHS logo and reference to the partnership with the CCG and that “Medical Group” should stand out more in bold.</p>		
7.	<p>Patient Survey 2018</p> <p>Patient survey commenced mid-February and patients have been invited to complete this and return to us. 100 copies printed for each site and just under 50% returned to date. We plan to close this end of March.</p> <p>PPG felt it would be helpful for future patient surveys to give an indication to patients whether to circle their answers or cross out when completing.</p> <p>Chris offered to help collate the Patient Surveys and feedback overall response. This is welcomed by the Practice and thank you to Chris.</p>		 2018 Patient Survey.docx
8.	<p>Items for Spring Newsletter</p> <p>Chris / Jackie put forward some suggestions for the Spring newsletter:</p> <ul style="list-style-type: none"> • Up to date telephone numbers • Helpline numbers • Help groups • New staff • DNA rules • NHS 111 • Test results process • Photos from the child flu immunisation clinics 	SW	

<p>9.</p>	<p>Telephone System</p> <p>Jenny advised we will be meeting with CCG to discuss our requirements for our new phone system mid-March and asked PPG if they had anything they would like to see for a call queuing system. Some suggestions were:</p> <ul style="list-style-type: none"> • Keep it simple and not too many layers e.g. 1, 2, 3, 4 then when you select any of those options, you are faced with further choices • A guide telling you what number in the queue you are • Not being cut off after a period of time • Original main line numbers to remain the same 		
<p>10.</p>	<p>Choose and Book Triaging</p> <p>Jenny updated everybody around the new process for referrals to Stepping Hill Hospital; many departments, for example, chest, urology, general gastro, pain and cardiology will be booked into a Referral Assessment Service (triage). This means GP's can no longer send patients a request letter offering a choice of other providers (hospitals). If patients do want to go to Stepping Hill, they will contact the patient direct with an appointment. Therefore if you do want a choice patients must tell their GP before the referral is sent.</p>		
<p>11.</p>	<p>DOCMAN 10</p> <p>We have recently upgraded to Docman 10 which is a cloud based platform designed to meet the challenges and demands of a 21st Century health economy. This is accessed through a web</p>		

	browser, providing complete secure access to clinical documents and structured data from anywhere at any time through any device. We have had a few teething problems initially, however the scanning is much faster and we are aiming to save the GP's 40 minutes a day on paperwork.		
12.	Next Meeting		Wednesday 20 th June 2018 @ 15:00pm The Ladybrook

ACTION LOG

1.	PPG to elect a Chairperson.	All PPG
3.	We have had 2 children's flu clinics – JT to enquire whether any photos had been taken to publish on the website.	JT
4.	SW to write a brief summary on DOCMAN for the next Newsletter..	SW