



**MINUTES OF PPG MEETING**  
**22 MARCH 2018**

**Attendance**

Penny Faust (PF)(Chair), Jo Hearle (JH)(Deputy Practice manager), Lesley Sutton (LS), Janet Ledger (JL), Trish Dawson (TD), Louise Ballinger (LB)

**Apologies**

Phil Kelly, Dawn Abbott, Patsie Law

**1. Welcome and introductions**

**2. Trish Dawson, Clinical records lead**

Trish gave the group an overview of this section of the practice. Clinical records are made up of two secretaries, three letter coders and one summariser.

**Letter coders** deal with all types of letters that come to the practice such as test results, hospital discharge, scan results, follow up appointments etc and the letter coders take the information and assign codes which are then added to the patients notes and sent to the doctor. They can deal with up to 100 letters a day both paper and electronic and as the practice has students there are letters from doctors etc from all over the country as students return home during holidays and receive treatments whilst there. At St Barts letter coders open all doctors mail and assign codes to notes for the doctors and coders also check details of medication, dosage accuracy etc and they also have to know what tests, support, and examinations etc are the responsibility of GP or hospital.

**Secretaries** scan in letters and also type up the dictated letters from the doctors and referral letters are graded into urgent and non-urgent. Pro formas are used for making referrals as they speed up the process.

**Summarisers** take new patient information such as letters and notes packs and read them and summarise them for the doctors. They make sure that all the main conditions are listed and easily seen without listing minor ailments such as colds.

There is also a **finance person** who deals with all situations that involving money such as writing reports for insurance, firearms certification etc but does not deal with any billing for non-NHS patients. This person also deals with children's immunisations and follow-ups and also does staff wages.

Questions were asked by JL and PF about patients' access to their own records and PF asked who informs patients of test results and in general that is the receptionists. PF also mentioned about the system in France where individuals are responsible for their own medical records.

**3. Minutes of last meeting were approved.**

**4. No issues arising from the Minutes.**

**5. Update on Practice matters including building work and staff changes**

Building work at the practice is due to finish by 13<sup>th</sup> April. Will create three new rooms. The smaller room would need furniture removed in order to accommodate a wheelchair user. The disabled toilet has been moved to the front of the practice and incorporates the baby changing facilities.

The children's play area will now become notes storage for 8 carousels. There was discussion around the poor acoustics of the reception area where private telephone conversations can be overheard and whether 'cup' or 'hood' microphones could be considered for extra discretion. New phones able to record calls will be used for training purposes.



# Patient Participation Group

ST. BARTHOLOMEW'S



MEDICAL CENTRE

Jo Turner has left Angharad Holloway's nursing team and senior healthcare assistant Di is leaving to return to the blood service so the practice is recruiting to replace her and her role doing bloods, diabetic clinic, smoking cessation etc. Angharad is also being trained up to do the diabetic clinic.

## 6. Report on Cowley Road PPG visit

PF reported back on her visit to the Cowley Road PPG, where one of the doctors is also the practice manager. As a member of the Oxford Federation for General Practice & Primary Care (OXFED) they have a project where a volunteer sits in the waiting room to act as a practice champion and assist patients to access the website, or do patient access registration etc. PF raised issues of patient confidentiality on that idea. There is an update meeting of the Oxford volunteer programme on the 11<sup>th</sup> April that PF and JH will attend.

Vivienne Seiber, Chair for Cowley Road PPG wondered if the different PPGs could work together, if there were any 'holes' that could be filled by PPG for example participants being involved with charitable organisations covering conditions such as heart foundation, diabetes UK, back pain, dementia could be invited to hold information sessions in the reception area to offer help and advice to patients who are interested. Could groups concerned with loneliness and isolation, which have impacts on people's health and welfare, be involved?

## 7. Priorities for 2019

The group discussed the need to extend participation and involve people of different ages, views, ethnicity etc. Perhaps someone could sit in the waiting room to encourage new members and let people know they don't have to attend every meeting, just have an occasional visit.

**8. Date of next meeting: 21 May 2018 at 6pm**

**9. No other business, the meeting closed at 7pm**