

Minutes From PPG Meeting Wednesday 21

November 2018 2.00pm

<u>Present</u>	Alison Flannery (Practice Manager), Sheree Wilson (Secretary), Barbara Shaw, Derek Hulme, Anthony Collinson, Margaret Wilson, Derek Parsons, Brian McCormack, Gillian McCormack, Emma Radcliffe (Healthwatch)
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<u>Agenda item</u>	<u>Discussion</u>	<u>Actions</u>
1. <u>Apologies</u>	Zulfiqar Ali, Stuart Ford, Muhammad Azam	
2. <u>Talk from Emma Radcliffe from Healthwatch</u>	<p>There was a short talk from Emma from Healthwatch to explain what they do and the services they provide.</p> <p>Emma is a Community Project Worker and Healthwatch was set up in 2012 from the findings of the Care Act. They are independent from the NHS but they work alongside the NHS and the council. They collect feedback for the CCG/GP's etc.</p> <p>They do signposting once a week, information/signposting for surgeries.</p> <p>Healthwatch can help patients with any NHS complaints and they have statutory rights to enter GP surgeries/care homes.</p> <p>At present they are visiting 9 care homes and will be compiling a report on their findings good and bad. This will provide a guide for people about the care homes.</p> <p>They are always looking for volunteers.</p> <p>They have produced a Health and Social Care directory which lists dentists, opticians, GP surgeries, care homes, useful telephone numbers in the area.</p> <p>CAMHS will be next for them to look into and produce a report on their findings.</p> <p>Surveys are always being run and patients can take part online.</p> <p>Pain Management Solutions are also on their agenda to look into and they will be speaking to the CCG regarding this service.</p>	
3. <u>Minutes to be agreed from the last meeting</u>	The group all agreed the minutes from the last meeting were true and accurate.	

4. <u>Change of meeting date</u>	Apologies were made to the group due to the last meeting date being changed at short notice.	
5. <u>PPG member leaving</u>	Unfortunately Margaret Mckenzie-Lunn has left the group due to ill health. We would like to thank her for her contribution to the group.	
6. <u>Change in doctors</u>	<p>Dr Horrocks has now retired. We now have Dr Cross who is a salaried GP doing 8 sessions a week. Dr O'Brien has replaced Dr Horrocks as a partner and she is currently on maternity leave so Dr Horrocks has kindly agreed to come back as a locum for a few sessions. Dr Dawson has left for a post closer to where she lives. Dr Spurrell has also joined our practice and is doing 6 sessions a week.</p> <p>Dr Pickford will be coming back to cover Dr O'Brien's maternity leave.</p> <p>We have 2 new trainee doctors, Dr Kalsoon who is a ST3 and will be with us for 18 months part-time and Dr Baloch who is a ST2 and will be with us for 6 months.</p>	
7. <u>TV Call System</u>	It would cost £5,000 to put the new system in place and at present this is on hold.	
8. <u>Car parking</u>	<p>We have been experiencing a lot of antisocial behaviour in our car park and drug dealing. The car park section nearest to the back door of our building is ours, the other half of the car park is council owned.</p> <p>We are considering a barrier to our section of the car park but this is very expensive.</p>	
9. <u>Newsletter</u>	<p>A copy of the newsletter was given to each member of the group.</p> <p>The group were asked if they had any suggestions for the next newsletter which will be due out in the New Year. The group suggested putting something in more detail about the amount of DNA'd appointments.</p>	Action: To look at emphasising in the newsletter re appts missed
10. <u>Telephone Lines</u>	<p>We have had complaints about the length of the message on our phones before getting through to a receptionist. We do not have a choice and have to put this information on our phone lines.</p> <p>We have 10 phone lines and always have 4 to 5 receptionists answering at one time. The group were asked if they prefer to wait on the phone or be informed what number they are in the queue. The group agreed they prefer to just wait on the line.</p>	

<p>11. <u>Internet GP appointments</u></p>	<p>Unfortunately we are limited to the amount of internet available appointments we can put on our system.</p> <p>We have to provide urgent on the day appointments and cannot release too many internet appointments far in advance.</p> <p>The group asked what percentage of patients who book appointments on the internet DNA. Unfortunately we do not have this information.</p>	<p>Action: Alison will see if we can make more appointments available online</p>
<p>12. <u>Online registration</u></p>	<p>We are trying to encourage more patients to register online. We explained it is especially convenient for patients ordering prescriptions.</p> <p>We will promote this in the surgery and are hoping to get 20% of our patient list signed up.</p>	<p>Action: Will look into promoting online services</p>
<p>13. <u>PPG Format</u></p>	<p>At the last meeting we had a talk from a PPG member from Ashworth St Surgery. Ashworth St Surgery PPG are very proactive and we feel our group needs to be more proactive and will look at recruiting new group members.</p>	<p>Action: We will look at putting something on our noticeboard re recruiting new PPG members</p>
<p>14. <u>Meeting at Town Hall</u></p>	<p>Margaret asked if anybody attended the recent meeting at the Town Hall where CCG changes were discussed. Alison was not aware of the meeting and Margaret will get more information and Alison will look into this.</p>	<p>Action: Alison will find out what the meeting was at the Town Hall</p>
<p>15. <u>Wellfield Chemist</u></p>	<p>Members of the group have had issues with the chemist.</p> <p>Brian complained that when an electronic prescription is sent to them, when collecting the prescription it is not ready; it was suggested that Brian change his nominated pharmacy.</p> <p>We have had complaints that the chemist are ordering repeat prescriptions for patients without first checking if the medication is still needed.</p>	<p>Action: Alison will speak to the chemist</p>
<p>16. <u>Xmas opening times</u></p>	<p>We are setting up a campaign next week to encourage patients to order their prescriptions early before the xmas break.</p>	
<p>17. <u>Newsletter on our website</u></p>	<p>Derek said he could not see the newsletter on our website.</p>	<p>Action: We will check</p>

<p>18. <u>Flu Vaccination</u></p>	<p>The uptake has been slow as our over age 65 vaccine has been delivered in 3 separate batches. We have had short periods where we have had no over age 65 vaccine in stock until the next delivery.</p> <p>We also have a drop in flu clinic.</p> <p>We have had a 50-60% uptake.</p>	
<p>19. <u>DNA figures</u></p>	<p>The group were handed a graph highlighting the missed appointments.</p> <p>We do have serial offender patients and we do write to them if they miss several appointments.</p> <p>We also send text reminders to patients and there is an option to cancel the appointment if not needed via the text message.</p>	<p>Action: DNA figures to be given to the group at every meeting</p>
<p>20. <u>Flu vaccination declined</u></p>	<p>Anthony said he was declined the flu vaccination, however he has had the vaccination at our surgery for the last 8 years. He was unsure as to the reason.</p>	<p>Action: This will be looked into</p>
<p>21. <u>Locality Minutes</u></p>	<p>These were handed out to the group. Margaret was unable to attend the last meeting due to ill health, Barbara also missed the meeting.</p> <p>The next locality meeting is on 25 January if any of the group wish to attend.</p>	
<p>22. <u>Talk at our next meeting</u></p>	<p>Brian suggested a talk by a gentleman who is known to him regarding Parkinsons.</p>	<p>Action: We will ask Brian for more details</p>
<p>23. <u>Any other business</u></p>	<p>The group mentioned the Patient Access System. We explained that a patient would need to be registered to access this. A member of the group said the Patient Access System is very useful as it provides various study information, e.g a recent study on statins and stress.</p> <p>The group suggested putting a message on the JX Board regarding the appointment system and also recruiting new PPG members.</p>	<p>Action: We were not aware of this and will look into it</p>
<p>24. <u>CQC Visit</u></p>	<p>It is nearly 3 years since our last CQC review and we may be visited next year.</p>	
<p>25.</p>	<p>NEXT MEETING: TBA</p>	