



**Parkside Surgery
Patient Participation Group**

Thursday 30.03.17
1.30pm at Parkside Surgery

Minutes

Chairperson: Leanne Wright

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The meeting was opened with a welcome to all attendees.

Attendees:

7 of the Surgeries patients were present.

Dr A, Mervin (GP), Mrs Sue Carr (Business Manager) and Miss Leanne Wright (PPG Lead) attended on behalf of the Practice.

Apologies for absence:

Mrs M, Fallon, Mr V. Gebbie, Mrs L Gebbie, Mrs J, Richardson

Approval of Minutes from Meeting 27.10.16:

The minutes were distributed and approved as an accurate representation.

Matters Arising from Previous Minutes:

Patient Newsletter:

There is one under construction at present and the PPG will have a slot to pass on information to other patients.

Noticeboard:

AP: *Noticeboard to be updated and appropriate correspondence displayed.*

Mediterranean Diet:

What is it?

AP: *Letter distributed to the meeting and comments sought from patients as to how we could improve this.*

New Patient Leaflet:

Registration packs under review at present and additional correspondence will be added e.g. patient access information. Patients will also be referred to the website which has a translation facility for people who do not have English as a first language.

DNAs

The weekly figures for DNAs are now displayed on the electronic JX board in reception for all patients to see. We have roughly 40 DNA's a week across the practice (nurses and GPs). The DNA policy was explained and the meeting was informed that each individual patient's needs are taken into account when deciding to take any action against DNAs.

The text messaging facility allows patients to cancel their appointments via text. This has proved very effective.

Flu

Whilst we haven't started to organise our flu campaign this year we may wish to look at the possibility of having a Saturday clinic.

Patient Participation Group Workshop Feedback

Presented by Heather Mulley

Heather Mulley and Leanne Wright attended a CCG workshop held on the 25.01.17 which looked at the role of the PPG in Practices. One of its principal aims was to share good practice with other locality patient groups.

Workshops included:

- The role of the PPG in the CQC.
- How do Practices involve their patients?
- Digital Engagement with patients.

***AP:** The action points which arose from that workshop were distributed to the members and feedback sought via email. (Copy attached with the minutes).*

***AP:** Large print copy of the minutes to be available in the reception area.*

***AP:** Display methods of patient communication on the PPG noticeboard.*

East Lancashire Union of GPs, Collaborative Working and Health Economy Update.

Presented by Dr Mervin

This is a registered company created to help practices work together to protect and develop existing services.

Dr Mervin is a board member.

One of the current developments is the introduction of an evening phlebotomy clinic. In this locality the service is run at the Manchester Rd Surgery on a Tuesday evening and the appointments are available to all registered patients in the locality.

Another service that the Union is currently looking at is the evening and weekend openings. By 2020 GPs will be expected to offer an evening and weekend service. They are working with other federations to create central hubs where there will be a selection of appointments available to each practice. These will be pre-bookable appointments as

emergencies will still be dealt with by OOH's and 111. This service will be initially rolled out in Accrington followed by Burnley.

As we move ahead in the future practices are being encouraged to work more collaboratively with other practices in their locality. To this end, Parkside are involved in ongoing discussions with neighbouring practices."

Over 75s Initiative

The over 75s initiative began in April 2014. Practices were allocated £5 per head to improve services to the over 75s. Practices decided to pool this money to create a resource that would benefit all.

The result was the formation of the SNP (Specialist Nurse Practitioner) service. There are currently 5 in employment supported by a Respiratory Nurse. A Health Care Assistant will be employed at a future date.

They are currently working across the nursing/care homes in Burnley and Padiham to provide acute and routine care to patients. This frees up time for GPs and helps to avoid unplanned admissions to Hospitals.

Parkside Staff Update

There is a current staffing review at the surgery as we have several key members of staff due for retirement over the next 5yrs. We are aiming to plan well in advance as it is proving more and more difficult to recruit employees to general practice in particular GPs and Practice Nurses.

Capital Investment

The additional funding created by the 4% increase in list size has been invested in improvements to the building:

- We have had new safety flooring throughout the downstairs.
- The lighting in the communal areas has been updated.
- New blinds will be installed as some of the old ones are broken.
- A hydraulic couch has been purchased for one of the nurses rooms.
- More seats have been purchased including some with arm rests to assist those less able to rise from the seat.

Prescription Ordering Direct

The scheme has been introduced to reduce waste and improve patient safety. Pharmacies will no longer be able to order prescriptions on behalf of patients.

We will adopt the scheme in June 2017.

A system will be developed to support the elderly and vulnerable to ensure that they continue to receive their medication. Repeat dispensing will also be adopted. This allows patients who are taking regular medication to have a longer prescription authorised e.g. 6 months which will then be dispensed on a monthly basis by the pharmacy. This will mean more work for the practice but we are always mindful of patient safety.

Prescription Wastage

There are huge amounts of medication wasted when patients/pharmacies are ordering medication which is not currently needed. This scheme aims to address this issue.

The question was raised as to whether it would be possible to give patients smaller quantities of new medication in case there are any reactions or the medication does not work for them. We must be able to balance the wastage cost against the cost to the patient. Also for patients who pay for their medication this would not be cost effective for them.

The question was asked if we could have a drugs amnesty where people bring their unused medication for disposal. We have previously had some boxes for this purpose but none recently.

Pharmacies are supposed to contact the patients before they order to ensure they are only requesting what the patient needs. Research by the practice has found that this is not always the case.

AP: *Feedback information to patients in a timely manner to avoid confusion.*

Patient Access

Patient Access is a facility which allows patients to manage some of their healthcare needs online. This includes:

- Ordering prescriptions
- Booking GP appointments
- View some parts of their records.

We do not release nurse appointments onto the system as all are nurses do different tasks and each task is allocated a specific time frame. This may lead to inappropriate booking of appointments.

Our Practice has one of the biggest uptakes of patients registering for the online service but we need to increase this particularly in view of the introduction of the Prescription Ordering Direct Scheme.

AP: *Put a letter into the registration pack signposting patients to Patient Access online. Think of alternative ways to advertise the online service.*

Patient Newsletter

What information would patients find valuable on the newsletter?

Below are some of the suggestions generated by the persons present:

- Extended Hours
- Health Initiatives
- Flu clinics
- Self-management
- Patient Access
- Minor Ailments
- Joke of the quarter

***AP:** Receptionists to be more proactive at handing out the newsletters. The same sort of information to be put on noticeboards.*

Any Other Business

No other items of business were brought to the meeting.

The meeting closed with thanks to all those who attended.

Some suggested dates for the next meeting to be circulated at a later date.