Harbourside PPG

Minutes of Meeting held at Harbourside Practice

Monday March 4 2019 6pm

Present : FU; DC; MC; SR; AF; LR; JB; JW; GS; HYS; PC

Apologies : MC; TC; JP; MT;

DC opened the meeting, and the previous minutes were approved. FU went through the fire escape details for newly attending members.

There were several actions from the previous minutes, still outstanding.

The first was inviting someone from Healthy Weston to speak to us, to explain what they have in place to cover Portishead. This offer wasn’t taken up.

FU is still to look at having nurses appointments available on line.

***Action : FU***

We are still in need raising patients’ awareness of care navigation. FU and AFare to prepare leaflets.

***Action: FU, AF***

LR asked how we monitor actions, and it was suggested we have an action log book.

Action: PC has now set this up.

FU then gave an update on the staffing position within the practice. Dr Johns will be going on maternity leave at the end of March. Dr Christele Hurley will be covering her appointment slots.

Dr Fran Witcomb is leaving, but until a permanent appointment is made, FU will have a locum to cover her. There is one applicant currently, who has applied for the position.

There are two nurses leaving. Nurse Liz and Nurse Kate. These have both been replaced.

Social Prescribing was discussed, and it was suggested a notice board be placed in reception, displaying the various groups available. The CCG have The Midas Team looking at setting up a directory. FU suggested GP’s keep it. There was the suggestion that it should be available for patients. Once it has been published, FU will look at having copies in reception.

***Action: FU to check on status of this.***

In April 2020, there will be a new GP contract. This stipulates that 25% of appointments are to be available online.

It was mentioned that the number of appointments on line has reduced significantly.

***Action: FU to look into why there are currently no appointments on line***

From April this year, three appointments per day are to be made available for the NHS 111 service to book. There will be a set time when any empty slots, can be released to the reception staff to use.

In April 2020, doctors will be offering on line consultations, together with Skype consultations. Some Weston Super Mare practices already use this alternative

.***Action: FU to check with Weston practices how this is working out.***

DC pointed out that many practices do not have the same success with their PPG, as Harbourside appear to have. This is all due to FU’s dedication and input. It was suggested that patients should be able to contact the PPG to discuss certain things. The suggestion was made of setting up a dedicated email address.

DC thought we needed to be careful of the number of members joining the PPG. However, MC pointed out that as a group, currently we are not representative of the patient demographic, as we have no ‘younger’ members.

***Action: FU to look into the possibility of setting up the e mail.***

As from April 2019, all doctors’ appointments will be 15 minutes long.

One Care is employing a project manager to look at setting up a Primary Care Network. To facilitate the setting up of a Primary Care Network, practices can join forces, but need a minimum of 30k patients and a maximum of 50k.

Process maps for the journey of a prescription from the time of request, to completion, are currently being drawn up. This should enhance the system as it may highlight steps which could be eliminated.

PC has been inputting the survey forms, which have so far been completed. We are more than half way to the target of 500+ forms. She gave an overview of some of the interesting results so far. One of the biggest complaints is still the telephones. Comments on how long people have to wait; getting cut off; the long message etc. The lack of available appointments on line. One big problem seems to be people who can’t get through at 8am, and walk round, only to find all appointments have gone. It was suggested that the front of house receptionists should not be answering the telephones at peak times when there is a queue of patients waiting. FU is going to arrange for the outer doors to be opened before 8am to enable people to at least come in out of the cold and rain.

Several committee members commented that quite often the music is not on, and when it is it is too quiet to hear most of the time.

***Action: FU to arrange for doors to be opened. To ensure music is on and loud enough to hear***

More people appear to be booking their appointments by telephone due to the lack of on line availability.

FU discussed the possibility of ‘instructing’ patients on how to use the on line facility. It was suggested having a ‘corner’ in reception with a laptop, and someone assisting patients.

***Action: FU and PC to discuss***

These were the major concerns which were becoming apparent. The final results will be available however, after March 10, when PC should have finished inputting the remainder of the forms.

***Action: PC to complete input.***

MC pointed out that his afternoon shift was rather quiet, and FU will relook at the shifts arranged against the clinics.

***Action: FU to check times/dates***

***Action: PC to rearrange – (completed)***

The meeting closed at 7.30pm.

***Please note: the next meeting will be on Monday May 13 at 6pm, due to bank holiday on May 6.***