Harbourside PPG

Minutes of Meeting held at Harbourside Practice

Monday May 13 2019 6pm

Present FU; DC; MC; JB; JW;

MT; MC; TC; SR; GM

Apologies: PC; PG; JP; AF; LR

DC opened the meeting and the minutes from the previous meeting were approved. DC welcomed a new member, GM.

Next there was a presentation from Director of Services Shaun Craney. The MIDOS service is free to all surgeries, and FU said that Harbourside would sign up. This system keeps all service records up to date and is interactive. Patients can simply find which service they need and where to find them. The system is good for social prescribing.

There was considerable discussion around the closure of the surgery list due to the pressure on the practice from all the incoming residents. FU said the practice is not keen on this, and that they may not be allowed as it would put pressure on the other practice within Portishead. MC said if the practice is short of resources, it should be a short term consideration by the partners.

FU then updated the committee on the staffing situation. There are several changes, with staff leaving or starting. However, there is a vacancy for a nurse position for 20hrs per week, and a vacancy for a GP, with interviews taking place shortly.

There is a new GP surgery being built in Yatton and Congresbury.

There is a parkrun on June 1 for the GP’s. PPG members are welcome to join them.

FU fed back on the use of Skype appointments within Weston Practices. Six practices are using this. Four of them find it works really well. Two do not. There are other systems which do the same thing and the practice may look into this in the future.

There is now an NHS app for mobile phones. Patients will have access from July 2019. By using this patients can enter their symptoms, and an assessment can be made on the telephone.

The Healthy Weston Roadshow had been cancelled and will now take place on June 6 at 7pm.

FU then updated the committee on the action log. (See attachment for details.).

The opening of the doors at 7.55am had been overlooked. FU will now arrange for this to happen.

***Action : FU to arrange for doors to be opened at 7.55am.***

MC then gave feedback on the survey, on behalf of PC. The main issues were lack of doctors, therefore lack of appointments; the length of time to get through to reception on the telephone. The answer message on the telephones was not popular, due to its length and the disjointed way it is delivered. Some patients had complained at having to wait outside until the doors open at 8am, especially when they are ill and it is raining. Younger patients with small children were not happy with the 8am start for the telephones, as they are doing the school run.

One question on the survey asked whether patients would prefer the same doctor for continuity, or a different doctor for speed. This was a tick box question, with the option for comments. The majority of patients commented that they would like the same doctor, but wanted the ability to be seen quickly.

It became obvious from the survey that patients are under the misapprehension that the practice is responsible for the closure of Lloyds Pharmacy. A note needs to go in the waiting area, to clarify this.

***Action : FU to arrange***

These comments were discussed with no conclusions reached.

MC suggested that in view of the current telephone and staffing situation, which is unlikely to improve in the medium term, there was little benefit in the doubling of the sample patients for the survey which was carried out. He also suggested that at this stage there is no obvious benefit in having more than one survey per year. FU agreed with this.

The PPG now have a notice board in the waiting area. PC and JB, have agreed to keep this updated. PC had prepared notices on Care Navigation and the PPG and these are on the board. She had also prepared A5 leaflets on both, which are with reception, for patients to take.

MT then discussed the difficulty in getting value out of Parish Wharf exercise classes. She wanted to know if the practice could encourage the Parish Wharf to increase the resources.

***Action : DC will write to new Director of Services at the council, once appointed.***

***The meeting closed. The next meeting will be on Monday July 1 2019 at 6pm.***