**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

**Tuesday 23rd January 2018 – 18.00 – Library, Newton Drive Health Centre**

**Present:** Miss Vicky Greenwood (VG), Mrs Donna Jackson (DJ), Mr Mick Martin (MM)

Mrs Noella Sanderson (NS)

**Apologies:** Lindsey Smethurst (LS)

**In Attendance:** Mr Chris Casey (CC), Miss Caroline Butler (CB)

1. **Actions /Feedback from Previous Meeting**

No actions to follow up from previous meeting.

1. **New Actions**

*Triage Week w/c 18th December –* feedback for this week was really positive from staff and patients, the GPs were extremely busy and it would not be a long term option due to this as well the fact that our capacity would soon be exceeded. That would mean we would have to go back to prioritising patients by clinical need/risk, which is essentially how we run our triage/on-call days now. However, it has made the GPs think about our current system and we may be recommending some changes because of this pilot.

*Admin Changes –* due to a couple of changes within the administration team we are changing our way of working and implementing new software in the practice. An update to our current version of Docman (our electronic filing system software for clinical letters) is planned and we will update the group if there are any changes that patients are required to know about. We are hoping that this will further reduce the admin time spent by GPs by having administration staff deal with a large majority of clinical correspondence. All staff will attend training on this and effective clinical governance is being put into place to ensure the process is efficient and safe.

1. **Any Other Business**

*Practice Pharmacist –* we talked about the addition of our clinical pharmacist Edward, alongside our current pharmacist Matthew. This has increased capacity at the surgery and we now have two clinicians who can advise patients on medicines queries. The group felt that we could ‘advertise’ their services (possible on the right hand side of prescriptions) and explain their role as some patients may be unaware of them and what they can offer. They also felt it would be useful to have one of them attend a future meeting so we could discuss this and their role in general within the practice.

*Notice Boards –* CC asked the group how they felt about the notice boards in reception. The group thought that they were not in the best position and would like to move them. It would make patients more likely to read the information. The group would like to assist with developing these boards, as many of them are cluttered or have too much small text on them. We have a member of the reception team helping us with this but the PPG should be involved to advise on what they feel would improve the layout and content of the boards. Early suggestions were to move the pictures on the wall in the ‘childrens’ area, as the play house is no longer there, and swap this with a notice board that is currently on the back wall near the BP machine. They also felt that the reception desk is cluttered and untidy.

*Call for a Kit Day –* NHS England is providing support for practices to contact patients that do not respond to their Bowel Cancer Screening invitation. Attached staff will attend the surgery and talk patients through the kit. It is hoped this will improve the uptake of this screening programme and will take place in March at the surgery.

*Flu Vaccs –* I provided data from the national database collating flu vaccination rates. Our rate this year is similar to last year but national uptake is still low especially in the children’s group, however the practice only vaccinate 2-3 year old. NS asked which flu vac the surgery had used this year. CC explained we chose the quadrivalent vaccine (with 4 different strain of the flu virus in) to provide better coverage for patients, it’s suggested some surgeries still used the trivalent version. Next season we are being asked to consider an adjuvant version (a vaccine with a type of catalyst in which helps it to work more effectively) in patients 75 and over but we are waiting for confirmation of this from NHS England. The surgery has noticed a few more presentations than usual with flu symptoms but not to any significant level. We have implemented a process to reduce the number of patients attended to prevent the spread of infection.

*Network PPG –* MM asked for clarification on what the surgery wanted to feedback to the network group when they meet medicines management colleagues at the next meeting. The surgery are reporting frequently that patients are not contacted before a pharmacy orders a patients’ medication for them. This often leads to ordering ‘all repeats’ and sometimes the patient doesn’t require all of it. This is causing a large amount of wasted medication and is costing the NHS / CCG a significant amount of funding. Can we clarify if it is in the pharmacy contracts that they must do this and also if the CCG are taking any measurements to prevent this behaviour. We have heard that other local CCGs have put a stop to pharmacies being able to order from practices on behalf of patients, is this true and would the CCG consider such a measure locally?

*Waiting Times –* Due to one of the comments on the Friends and Family Test (see below) CC produced the average waiting time of each of the clinicians over the last 6 months. This is the waiting time from the patients’ allocated appointment time, to the time when the clinician calls the patient into the room. The group felt that this showed we were offering a good service and were not worried that there was an overall problem with clinics running behind schedule. We accepted that sometimes, emergencies happen and would also prefer the doctors to give patients more time. I’ve inserted the data table below;

|  |  |  |
| --- | --- | --- |
|  | Ave Wait | Appts |
| Cullen | 13 | 941 |
| DKB | 10 | 1939 |
| SGG | 9 | 1741 |
| SJG | 8 | 1087 |
| JSM | 7 | 1491 |
| Harrop | 7 | 1652 |
| Taylor | 5 | 2506 |
| DRF | 5 | 2624 |

1. **Standing Agenda Items**

**Staff**

Sue, practice administrator is leaving the practice

**Prescription Message**

Advertise the availability of (Clinical/Practice) Pharmacist appointments?

**Patient Suggestions**

1 Unlikely

1 Extremely Unlikely

“Everytime appointment Iv had to wait at least half an hour for the appointment”

“Very unfriendly receptionist with blonde hair and glasses disgusting attitude”

6 Extremely Likely

“Alison Taylor is just the best! Highly skilled and very caring.”

“I couldn’t ask for a most caring lovely doctor Murray thank you”

“So pleasant and helpful”

“First class services, receptionists, brilliant service, best doctors surgery in the whole of Lancashire”

2 no comment

**The next meeting is Tuesday 6th March 2018 18:00 at Newton Drive Health Centre.**