**Patient Participation Group – Joint Meeting**

**The Horse Fair Practice Group**

**Tuesday 3rd September 2019**

**Attendees**

Dr. Mukesh Singh John Brett (PM) Nikki Ingram

HFPG PPG

John Marston John Hanaway Sue Wyke June Melsom

Dennis Cooper Pat Winfield

SANDY LANE PPG

Jeanagh Punter Peter Heaton Linda Heaton

1. **Apologies**

Margaret Cooper Dave Thacker Bev Henderson

1. **Minutes of Last Meeting**

These were passed as a true and accurate record of the meeting with no matters arising from them.

1. **Appointment of Staff**

There have been a number of new staff appointments.

It is with regret that John informed the meeting that Margaret Robinson, Practice Manager at Sandy Lane would be leaving week ending

13th September. A new Practice Manager, Judith Williams had been appointed and is currently working alongside Margaret to help with the smooth transition. Judith has been a Practice Manager previously.

Four new Reception staff have been appointed, two for Horse Fair and two for Sandy Lane. They are all settling in fine and gaining experience within the role.

1. **PCN Progress Update**

Primary Care Network (PCN) is made up of the 5 Rugeley Practices, Horse Fair, Sandy Lane, Brereton, Aelfgar and Hazeldene in Great Haywood.

The purpose is to:

1. Provide extended hours
2. Social Prescriber
3. Clinical Pharmacist.

We currently provide extended hours to our patients on a Monday, Tuesday and Thursday evening and Saturday mornings.

The Social Prescribing is currently in discussion. This is hoped to be Front of House or special surgeries. This will deal with advice and issues outside of normal GP sessions pin-pointing patients to the most relevant contact for their care/issue.

We are in the process of employing a Full Time equivalent Clinical Pharmacist. This will be funded by NHS England as it is a national directive initially for 3 years. Their role can include medication reviews, prescription requests, discharge medication along with minor ailments.

The above will give patients many more options for seeing Clinicians regarding their health and care which may not necessarily be a GP. We also offer appointments with an Urgent Care Practitioner (UCP) and Advanced Nurse Practitioner (ANP) who can also treat many ailments and also prescribe.

1. **Telephony HFPG**

The new telephone system across the sites has been postponed slightly due to 3rd party problems. The new dates for the system to go live are as follows:

Horse Fair – Wednesday 2nd October 2019

Sandy Lane – Tuesday 8th October 2019

It is hoped that disruption will be kept to a minimum. The only change to patients will be those registered at Armitage Surgery. This will be due to a number change to bring it alongside the other surgeries for efficiency. Armitage will have a message on for a period of time to re-direct them to the new number. Flyers will also be given out at the Flu clinics to make patients aware of the coming change.

Plans in the future would be for a joint call centre with receptionist just handling the phone calls which is hoped would help with the problems patients experience getting through to the Practices by phone.

1. **Surgery Afternoon Closing**

John Marston asked about an article he had seen in the press regarding this. It highlighted that Practices would be fined for continuing with the half day closing. Dr. Singh pointed out that we do not actually close on a Wednesday afternoon as surgery is ran from the Horse Fair site until

6.30 pm.

The surgeries in question are those that close at lunchtime and direct their patients to the Out of Hours Service before 6.30pm which is when they take over from the GP‘s.

1. **Any other Business**

**Ten minute appointments**

It was asked who decides that 10 minutes is enough time for an appointment. Dr. Singh informed the group that is was the GMC and the Royal Colleges that stipulate this and how the medical students are trained and examined. It was discussed about the length of time and only discussing one problem per appointment. It was pointed out that if a patient felt they needed longer they could ask for a double appointment.

**Brexit and Drug Issues**

A member asked about the effects that Brexit might have on the allocation and availability of certain medication. Dr. Singh noted that the Pharmacies should find out and let GP’s know if there is an issue getting certain drugs. There has already started to be a problem with some drugs. It is believed that drug companies would be stock piling common drugs particularly in Generic form rather than branded.

**Property Services – Sandy Lane building**

It was bought to the attention of the group by a member that the lift at the Sandy Lane site had been out of action from 4.3.19 till early August. The vibration and noise was really bad along with the one light not working. Also there had been a problem with the Gents toilets being regularly blocked due to water pressure. The group were informed that unfortunately this would need to be raised with the PCT reception upstairs at Sandy Lane as we only rent the space and Property Services would need to be informed.

**Date of Next Meting**

**Joint PPG** – Tuesday 12th November 2019 – Hillsprings surgery 12.30 pm

(Chairs of both groups to liaise over agenda items)

Please forward any items for the agenda to Nichola.ingram@nhs.net or call the practice by Friday 8th November 2019.