



PATIENT PARTICIPATION GROUP

Minutes of the Meeting held on Friday 20 January 2017

Present: Gemma Jackson (Chair), Sheila Smith, Patricia Exon, Liz McCornick, Jim Thompson, Jean Thompson, Marjorie Ellison, Cllr Patsy Ormrod, Michelle Marsh, Amy Sissons, Elizabeth Andrew, Anne Butters

Notes: Beverley Fryers

1. Welcome and apologies

Apologies had been received from Dr Felicity Guest and Betty Tyrrell.

Karen Davis, the new Nurse Manager, was welcomed to the meeting. She explained that she would be working 2 days per week and any issues regarding the Nursing team should be directed to her. Karen stated that she was aware that there were some issues regarding the Treatment Room but unfortunately this does not come under the jurisdiction of the Practice. However, following the arrival of Mark Jackson, it was noted that the relationship has improved.

2. To approve the minutes of the meeting held on Friday 18 November 2016

The minutes of the last meeting were approved as a fair and accurate record of the meeting. Gemma thanked Liz for the very comprehensive minutes.

3. Matters arising

3.1 Art project progress

Amy updated the group and stated that unfortunately no progress has been made with Stanah School with regards to the running of this project. However, she has managed to make contact with two other local schools who are both interested in taking the project further. The two schools are Northfold CP School and Carleton Green School.

Amy Tindall who is the Subject Leader for PSHE at Northfold CP School has confirmed that she will look at running the project in the school. Her Year 1 class (aged 5 and 6) recently completed a Healthy Heroes project and did lots of activities surrounding healthy eating and the importance of exercise. She will ask her pupils to paint some pictures to demonstrate these things for a display at the Practice and has invited representatives from the Practice and the PPG to visit the school to discuss this further. Amy agreed to email the school to ask them for convenient dates to visit and to invite Amy Tindall to the next PPG meeting.

The Village Practice PPG had become aware of this initiative and were interested in taking part. They had agreed to share some wall space for the exhibition of pictures and a 6ft by 4ft notice board had been ordered. The Village Practice had suggested that later in the year Millfield High School should be contacted to see if they would like to take part.

4. Update on past actions

It was felt that this item had been covered elsewhere on the agenda.

5. Legacy items progress

Copies of a letter sent to the representatives of the patient who had donated the money were distributed. The letter outlined the progress made so far as follows:

- There was a delay in delivery of the blood pressure monitoring watches but they were expected within 4 to 8 weeks
- 3 patient adjustable beds were now in place: one in Dr Chaloner's room, one in the Nursing room and one in Dr Guest's room.
- 2 new ECG machines which integrate with the Practice EMIS system were in place

It was noted that the theme for spending the money had been to improve the patient experience.

Amy explained that a new machine, on trial for one month, had arrived and was in place in Reception. It measures height, weight, blood pressure and body fat. It was noted that the machine issues print outs – one for the patient and one which should be handed in at Reception. If it is noted that a patient's blood pressure is high they should be asked not to leave the surgery and should get an appointment straight away. Patient Advisers will be inputting the other information. Dr Chaloner and Karen Davis will be preparing a protocol for the use of the machine.

Karen Davis stated that she will be carrying out an audit of all the medical equipment within the Practice at the weekend. As there is £4k left to spend this audit will help to identify requirements

The Practice is still waiting news of a bid placed with the CCG for TVs, in the meantime Amy agreed to email Vicky at the Village Practice.

6. Progress with Exercise booklet

The final version of the exercise booklet was circulated and the group agreed that it should be sent to the printers. The booklet should then be placed in doctors' rooms as patients would be more receptive if advice comes from a GP. It was agreed that a copy and a note should be sent to Dr Bajkowski whose presentation to the group had initiated this idea.

7. Prescriptions issue with representative from Lloyds Chemist

David Padkin (DP), Lloyds Area Manager for the North West and Cumbria, introduced himself and stated that he has overall responsibility for all the chemists. He stated that he understood he had been invited to the meeting to explain a few issues raised by the PPG and said that he would do his best to address them.

- Gemma Jackson stated that during Self Care Week patients had highlighted to members of the PPG that they had cupboards full of medication that they had not ordered. It had recently been publicised that the NHS spends £16.5m on drugs annually and if over-prescribing was taking place this was a serious problem. DP confirmed that at present there is a huge focus on this across the country. Nasir Asaji, the Pharmacist from Lloyds, explained the repeat prescription process and the issues that some patients have with privacy etc. He stated that if they receive the prescription and do not require certain items, they can hand them back as long as they have not left the shop or the delivery driver has not left. This does not incur a cost to the NHS, however, if they leave the premises and then return unrequired items, they cannot be accepted back. This does however depend on patients checking their bags. It was agreed that a sign will be put up in the Pharmacy reminding patients to check their items before leaving.

- It was also explained that patients do not have to tick every item on their repeat prescription every time they get one if they do not need certain items. The unrequired items will not be crossed off.
- Sheila Smith stated that the printing on blister packs is too small and difficult to read. DP stated that he will take this back to the IT Dept to see if they can change it. If this can't be done, he could look at printing an A4 sheet of paper as they do in Care Homes.
- Jean Thompson stated that sometimes she struggles to open containers and has difficulty squeezing eye droppers. Naz stated that he will look at an auto dropper for they eye drops although they are not compatible with some brands. Also, patients can make requests for special pill bottles that do not have safety locks.

8. DNAs – December 2016

The paper outlining the number of missed appointments for December 2016 was tabled and the group agreed that this was a large number although Amy said that the numbers had come down. It was noted that each appointment is equivalent to £48 but unfortunately practices cannot charge patients for missed appointments. Reminders about appointments booked are sent to patients' mobiles via MJog.

If a patient misses an appointment, it was noted that Reception ring them up and an alert is put on the patient's record showing how many appointments the patient has missed. It was suggested that if a patient rings up for an appointment, and they have a number of DNAs, the Patient Adviser should remind them that the Practice is aware that they have not attended for appointments in the past and ask them if they are going to attend for this one.

Amy explained that the appointments with GPs and ANPs were usually patient-led and the HCA and Nurse appointments were usually pre-planned. Amy and Michelle Marsh agreed to investigate the numbers further to see how many were pre-booked and subsequent to the meeting Michelle stated that this task had been handed to Jackie Marsden.

Karen Davis explained that Nurse appointments could be missed or forgotten about for a number of reasons, ie because the patient had dementia or memory loss, patients with asthma often did not want to come in for check-ups. She stated that she has given Liz Thompson a questionnaire for patients to complete.

This information has been placed on the Practice Facebook page.

9. Any other business

9.1 Phone lines

Michelle Marsh explained that whilst there are 18 incoming lines to the Practice the sheer volume of calls, especially on Monday mornings, often meant that patients were waiting a while to be put through. It was highlighted however that some patients ring up at 8:30 in a morning for blood results when they should not ring until after 10:00.

Amy explained that a new system for triaging patients has been in place since 9 January. She stated that patients presenting at reception between 8:30 and 9:00 can have a 2-minute face to face triage with a Nurse Practitioner who will then recommend who they should see for their particular problem.

There was a discussion about triaging patients, either on the phone or as above, and Liz McCornick stated that she thinks it has improved. However, Patricia Exon said that she had been given an appointment with a Nurse Practitioner who was not able to prescribe medication because of her other medical issues. Amy stated that this is a training issue to be addressed with Dr Chaloner during her regular sessions with the Patient Advisers on Thursday mornings.

Jim Thompson stated that he had had a good patient experience when he had seen the Nurse Practitioner but added that a friend of his had been given an appointment to see Dr Mati but there had been a mix up about her location. Amy stated that if Jim sent her details of this she would investigate further.

Elizabeth Andrew asked if Pharmacy+ has made any difference to patients and Amy said that the Practice can place a note on the patient record to say that they have been signposted to Pharmacy+. She is waiting for feedback from the CCG who should send the data.

Amy stated that one of the Practice's goals for this year is to be more efficient and effective and it was noted that triaging is making a difference by allowing GPs to have longer appointments for more complex patients. The group were also reminded that there are 8 appointments available every day to be booked at the Same Day Health Centre.

9.2 To agree convenient dates for members to attend PPG Conference in March

This date had yet to be agreed.

9.3 PPG Chairs group

The meeting will take place on 27 March 2017 in the CCG Board Room.

9.4 PPG Goals

It was agreed that members should set some goals for this year and bring suggestions to the next meeting.

10. Date of next meeting

It was agreed that the next meeting will take place on Friday 17 March 2017 at 2pm in the Board Room at Thornton Medical Centre.