



## **PATIENT PARTICIPATION GROUP**

### **Minutes of the meeting held on Friday 20 May 2016 at 2pm in the Board Room**

**Present:** Cllr Howard Ballard, Gemma Jackson, Betty Tyrrell, Patricia Exon, Jim Thompson, Jean Thompson, Patsy Ormrod, Marjorie Ellison, David Jones, Sheila Smith, Liz McCornick

**In attendance:** Dr Felicity Guest, Amy Sissons, Beverley Fryers and Lorraine Guy (Patient Adviser/Navigator)

#### **1. Apologies**

Apologies were received from Keith Johnson and Sally Johnson.

#### **2. To approve the minutes of the meeting held on Friday 15 April 2016**

The minutes of the meeting detailed above were approved.

#### **3. Matters Arising**

##### **3.1 Statistics on DNAs at the Practice**

Amy Sissons (AS) took the group through the numbers of patients who had failed to attend for appointments during the period 1 September 2015 to 29 February 2016. The statistics for GPs and ANPs were as follows:

##### **Doctors**

- Dr Naughton .....22
- Dr Ford .....23
- Dr Lorimer ..... 11
- Dr Chaloner .....56
- Dr Guest .....29
- Dr Bajkowski.....46
- Dr Kell.....50
- Dr Mati.....45

##### **Nurses**

- D Bartlett.....111
- K Collins .....115
- A Shirreff.....59
- T Wild .....130

AS stated that she would investigate which of these missed appointments were advanced, booked on the day or booked online. It was pointed out that there are huge cost implications resulting from missed appointments.

Although the Practice does have a '3 missed appointments are you're out' policy, this is rarely carried out although AS stated that it has happened once since she took up post. Patients who fail to turn up for an appointment are telephoned.

It was agreed that Beverley Fryers should produce a poster to be placed behind the reception desk stating that the PPG wishes to point out to patients the number of DNAs.

AS explained that the Practice is currently having a 3-month trial of MJOG, a software application that can send automatic messages to patients reminding them that they have appointments etc. The Business Services Manager (Sam Mathers) is starting to implement this and certain parts of the program will be purchased at the end of the free trial when any improvement in DNAs will be noted.

AS also wanted to point out that the number of phone lines has now been extended from 8 to 15.

### 3.2 Ideas and suggestions for spending the donation

No additional suggestions for how to spend the donation had been received.

- Defibrillator – Gemma Jackson (GJ) highlighted that she had contacted North West Ambulance asking them if they would be willing to send information about defibrillators to her but to date she has not received a reply. Howard Ballard (HB) stated that he has found out that there are 4 installed in this area and that they cost about £700 plus £500 for the cupboard. They also have to have a permanent power supply. AS stated that as the Practice has an in-house machine, one could be installed outside which would service the local area. There were further queries about the cost of a defibrillator and it was suggested that NW Ambulance could be asked to purchase one on our behalf to avoid VAT and the Practice could reimburse them.
- Information TV – The suggestion of installing a small TV in the corner of the waiting room was discussed along with the problems of sharing this space with the Village Practice as they had always said they did not want one. AS agreed to take this idea forward and would look at the costs.
- Art work – The suggestion of asking local schools to send art work to be exhibited was discussed and Dr Guest stated that she would take this idea forward at a meeting she has with a colleague.
- Blood pressure machines – The idea of updating the blood pressure machines in GP rooms was discussed but Dr Guest stated that measuring blood pressure manually gives a more accurate reading. It was noted that the machine in the waiting room at Carleton Branch works very well and is linked to EMIS and AS agreed to get the costs for one of these.

It was agreed that all the ideas would be collated and then forwarded to the family to make the final decision.

## **4. 'New Models of Care' – Extensive Care, Enhanced Primary Care, and Episodic Care (video to be shown) (deferred from meeting held on 12 February)**

The 3 videos explaining the differences between the forms of care were shown to the group.

AS explained that the Extensive Care Service went live at the Practice at the beginning of April and 15 patients have been referred so far. The Service works out of the Lockwood Avenue Surgery in Poulton which is based at the Civic Centre. AS stated that when a patient is referred, all the care is managed by the Extensive Care Service and any additional appropriate services are also involved.

Enhanced Primary Care is the one that GP Practices should be concentrating on. Dr Guest explained that Fylde and Wyre Clinical Commissioning Group (CCG), has Vanguard status although she pointed out that funding is significantly less than what was hoped for.

Episodic Care – This is for those people who have minor short-term illnesses or health concerns which do not require ongoing treatment. The first thing many people tend to do in this situation is to go and see their local doctor but this is not always the best use of a GP's time. Some pharmacies are now set up to deal with these sort of illnesses and patients should be educated to contact them in the first instance when they are suffering minor illnesses. Pharmacies can at present only issue over the counter treatments but there will shortly be a defined list of other treatments for minor ailments that they will be able to prescribe for.

## **5. Restructure of the Practice**

### **5.1 Organisation Chart**

AS took the group through the significant restructure that the Thornton Practice has recently been through and what the merger with Carleton Practice has enabled the management to do. AS demonstrated the organisation charts for the clinical and admin teams. AS also went through the nursing staff changes. AS agreed to circulate the organisation charts to members of the group.

A few suggestions for improvements were put forward as follows:

- Patients to nominate an employee of the month
- Suggestion box
- Notices boards installing in Reception and also at Carleton. Gemma and Liz reported that they had spent the day as if they were patients and had come to the conclusion that there were too many notices dotted around.

AS confirmed that she would be happy to consider any suggestions for improvements to the waiting room.

### **5.2 Job Descriptions**

AS reported that following the merger of the 2 practices some job roles were no longer required going forward. This has meant that the skill set required for some job roles has been raised, especially those skills required for answering telephone calls and referring patients to the appropriate service as required by the CCG. This had resulted in Patient Adviser/Navigator roles being created. Most of these posts had been filled by existing staff but one additional post will have to be advertised externally. AS gave an outline of what these roles will involve and stated that they are front line staff and are the decision takers. It was noted that patients must disclose their problem to the Patient Advisers so that they can be dealt with efficiently. If patients fail to disclose when they ring, they will be told that a Nurse Practitioner will ring them back later.

AS also outlined the changes that will be taking place at Reception. She said that patients will no longer be able to queue at reception for an appointment. Instead they will be triaged at a private phone booth where they will speak to one of the Patient Advisers. There will also be a Prescription Clerk at the desk from 12:00 hours until 18:15 hours.

It was noted that Thornton Practice is the first practice in Fylde and Wyre to go through this exercise which was being driven by the CCG.

## **6. PPG Action Plan**

This item was deferred until the next meeting to allow for a more detailed discussion. It was agreed that the next meeting on 17 June will be the AGM.

## **7. Carleton Branch Elections**

It was agreed that a notice should be displayed at the Carleton branch advertising for 2 patients to become members of the PPG. HB agreed to do this notice which should include what the PPG has achieved over its first 12 months, ie Dementia Friends, Flu Clinic, Self-Care Week and ask for suggestions for going forward over the next 12 months.

Carleton patients who express an interest in joining the PPG will be asked to submit a pen portrait to introduce themselves and to hand these in at Reception at Carleton.

## **8. Any other business**

### **8.1 PPG Awareness Week**

It was noted that 6 to 11 June was PPG Awareness Week and members agreed that there should be representation from members at Thornton and Carleton. The dates agreed were Monday 6 June at Thornton and Thursday 10 June at Carleton.

### **8.2 Thornton Gala Day**

HB reminded colleagues that the PPG will have a stand at the Thornton Gala on 12 June.

## **9. Date of next meeting**

The next meeting was scheduled to take place on Friday 17 June 2016 at 2pm in the Board Room. This meeting will be the AGM.