Leen View Surgery

PPG Meeting 10.08.2017

Present: Lizzie Brain, Debra Juett, Ann Morton, John Hallam, Malcolm Roberts, Ric Jones, Adrian Hardy, Trevor Rose, Jillian Naylor, Robert Naylor, Leila Simms

Apologies: Barbara Duncombe-Moore, Else Shaw, Amanda Holden

**Minutes**

**Minutes from last meeting agreed**

**New phone system**

General thoughts were that system had improved, still concerns that when in the queue there was quite a wait for it to be answered, also that the pre-recorded message encourages patients to book on-line & when you go to book on-line there are no appointment to book, this means that if you come out of the telephone queue to book on-line you still have to call back and join queue as there are no appointment left online. There are also concerns regarding appointments for working people.

Response from practice – All the staff in the back office are answering the phones in the morning to try and clear the queue, the ease of this varies depending on the day of the week etc.. Monday mornings are extremely busy. We will continue to monitor and adjust accordingly. The on-line bookable appointments are available from 8:00am each morning, they are bookable at the same times that any appointments become available, therefore at some point there will not be anymore available, we will get the pre-recorded message removed to ensure that patients do not misunderstand that they will be able to book appointments on-line at all times. We do try to accommodate people who work and we provide extended hours with Nurses and Healthcare assistants from 07:00am each morning. An explanation about on-line Access was given, the PPG will encourage patients to use this during Flu Day. Nurse drop-in clinics explained and times given.

**NHS England Survey Results**

The results of the NHS England Survey were discussed. It was pointed out that only 113 surveys were completed which is less than 2% of our practice population. A short statement was read out which the Nottingham City CCG provided to the Hucknall Dispatch. A statement of satisfaction from one of our patients was also read.

The PPG were happy and satisfied overall with the surgery but improvements could still be made. The group are willing to help the surgery promote its services.

**Prescription/Medication Requests/Pharmacy**

The practice is to change its policy on requesting repeat prescriptions. This has been decided as a lot of problems have been detected with medications being dispensed that were not required by the patient.

Patients are to request their own repeat medication. The chemist will no longer be permitted to do this. This can be done by: Handing in your repeat side, Patient Access, at the reception, letter etc.. Vulnerable patients will still be able to get the chemist to order their medication. Advertising if this will commence shortly to inform all patients of what is happening.

This will hopefully cut down on wasted medication which costs the NHS millions a year.

The PPG agreed that this should go ahead.

**City Care Phlebotomy Service**

Ann informed the group that City Care were now only running the blood taking clinics on Tuesday & Thursdays. Warfarin/INR patients should use this service but other patients could make appointment at the surgery.

Warfarin self dosing machines are too expensive for individual patients to purchase and the surgery does not have capacity to monitor warfarin patients

**AOB**

Quick discussion regarding pain relief medication, Codeine & Tramadol is to be the focus of a surgery audit. People should be aware of the addictive nature of these drugs.

Patient Access – Any problems please contact the Practice Manager

Vitamin D – This should be a public service. Would have to go to the commissioners in order for it to become a screening programme.

The PPG is to have a new format for next meeting. Agenda must be set and adhered to. Needs to become more structured and official. An agenda for the next meeting will be set and distributed.

Signposting Training for Reception Staff – Invite Nottingham City General Practice Alliance to next meeting to discuss.

Next Meeting November 2nd @ 2pm.

Macmillan coffee Morning Friday 29th September

Close of Meeting