Leen View Surgery

Minutes from PPG 2nd August 2018

Attendees:

AM (chair) RJ,LS,AT,TR,AH,ES,JN,RN,ND,

Lizzie Brain (ANP,Partner) Debra Juett (PM) Fabienne Verrall (GP Registrar)

Apologies:

GB, JW

Minutes from last meeting were agreed.

The telephone call queue has now been shortened to 10 as requested at the last PPG meeting.

Tesco are now running a Carer’s Group in the supermarket’s community rooms. More advertisement of this service would be helpful.

**New Business**

Welcomed Dr Verrall to the group, GP registrar who will be at Leen View Surgery for 4 months and will be trained by Dr Bakshi.

The INR clinic at CityCare was discussed. The group reported that they had to wait up to 2 weeks to get an appointment for an INR (warfarin) blood test. This was discussed and CityCare do have the contract to take bloods for INR. Leen View would not turn a patient away who needs a blood test but there is an option to go to City or QMC phlebotomy department.

Leaflet regarding the GP+ service was passed around. Explanation was given regarding this new service, different clinicians available and location, times and how to book an appointment. All agreed it was a good service.

Question raised about treatments which have been stopped on the NHS. Facet Injections/Varicose vein removal, options of going private. Possibility that travel vaccinations may be stopped in the future. Referral pathways were also discussed along with waiting times and alternatives.

Statins? Is there an alternative and why are you offered? Lizzie explained the risks and benefits of taking a statin and advised that there are choices and options available. Most importantly your clinicians should do a full assessment and explanation of treatment and benefits.

Registration processes. Spoke about practice boundaries and Out of Area registrations. Question was raised about removal of patients who lived out of area and did not attend their routine appointments ie: cervical screening and immunisations. If they lived within the practice boundary then one of our nurses would go out to visit to see why they were not attending but the Out of Area patients would not be visited because of the logistics. To be looked into and advice sought.

Patient Access – There has been a few problems since it has been updated but majority of people are still satisfied with this service, Lizzie mentioned that the online prescription service rate is improving all the time.

DNA rates were discussed – 263 DNAs in July. Leen View Admin Staff are to front a campaign highlighting this and try to lower the rate. This is to be done by advertising DNA rates and ways of cancelling. Also the benefit to other patients who need an appointment.

Comments from the Family & Friends Test were passed around. Majority were positive and many patients were extremely happy with Leen View Surgery. This led to a conversation about the comments left on NHS Choices. It was thought that they were left as a result of frustration as the views were so differing.

Upcoming Dates for Leen View Surgery

Friday September 28th – Macmillan Coffee Morning - all cakes will be greatly appreciated.

Sunday 30th September – Robin Hood Half Marathon – Lizzie, Dr Graham and a Leen View Patient will be running the half marathon. A fundraising page is to be set up to raise money for Schools in Hospital. Hopefully will get some media interest to raise awareness.

Wednesday 3rd October – FLU CLINIC DROP-IN DAY – Tea, Coffee, Biscuits, Tombola and table from British Legion. Money raised to go to charity (not yet decided).

Ann will put these dates onto August Newsletter

Date of Next Meeting Thursday 8th November @ 2pm