

# PATIENT FORUM at the Over Wyre Medical Centre

## MINUTES OF THE PPG MEETING HELD ON WEDNESDAY 14<sup>TH</sup> JUNE 2017 AT OVER WYRE MEDICAL CENTRE, PREESALL

### PRESENT:

Dr. Jerome Kerrane, John MacPhee (Practice Manager), Elaine Blundell (Nurse Practitioner), Simone Harris (Office Manager), Emily Duke (Dispensary Manager), Ian Gibson (PPG Chair), Malcolm Worsley (PPG Vice-Chair), 11 Members

### APOLOGIES:

Helen Roberts (PPG Secretary), Maggie Sykes, Anne Stockwell, Janet Foster and Alice Bradbury

### 1. Falls Service

Ian welcomed Suzanne Parker, from the Falls Prevention Service. Suzanne is the team leader. Working with her are three qualified staff – Nurse, Occupational Therapist, a Physiotherapist, and two technical instructors. One of her team, Judith Brown is the 'Steady on Falls' Assessor - STEADY meaning – *Slippers, Tablets, Environment, Activity, Do you fall?, Your eyes*. On request she visits people in their own home and carries out a falls assessment. She will then refer them, if necessary, to a Community Therapy Team.

There are also promotional events and practical help, together with educational sessions where 'STEADY' assessments will be given at home. There are Falls Management Programmes in Poulton and St. Annes. 'O's and 'N's are – 'O's *Other things in the Community* and 'N's *Nutrition, Hydration and Diet*. The Falls Service celebrated its 1<sup>st</sup> Anniversary in June and has been receiving 125 referrals each month. There is a dementia pack available and the Falls Coordinator also visits Care Homes.

The Falls vehicle was managed by a rapid response team who would go and see patients who had had a fall. The team had responded to 1300 call outs by the beginning of this year. 50% had been successfully dealt with in their own home. Regrettably, Fylde and Wyre CCG and Blackpool CCG cannot agree over covering the running costs of the vehicle of £80,000 per year. Funding ceased at the end of March and the service has been withdrawn.

The Falls Service can be reached on 01253 955100.

Ian thanked Suzanne for a very interesting and well-presented coverage of the Falls Service.

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## 2. The minutes of the last meeting were taken as read.

### 2a. Matters Arising

#### (5) Review of Action Grid

a. John said that the builder had assured him that the higher seats in the disabled toilets were fully compliant. Their suitability was endorsed by a member.

c. The update of staff photos etc. was ongoing

#### (9) A.O.B.

a. John agreed to provide the second dog hook

b. The subject of Blood Test results was discussed and it was agreed that following blood results, if urgent, the patient would receive a telephone call otherwise it would be a standard letter.

c. Simone will look at the matter of potentially too many texts being sent out and why no texts are sent to online appointments.

*Note: we have since been advised that the text reminder system has not yet been reinstated, following the recent cyber-attack. The CCG IT staff will handle this ASAP. All core services are running but work still remains to be done to completely recover the situation to pre-attack status.*

d. Simone suggested that the Boardroom could accommodate audiences for afternoon speakers

e. The Core Group are in the process of producing a 'Health Booklet'

## 3. Pharmacy+ Clinic

John said that the practice had seen no discernible reduction in the number of patients contacting OWMC for conditions that could be adequately handled by pharmacists. More needs to be done to encourage patients to use the local pharmacies. Both Knott End and Hambleton chemists are operating the service. They are able to provide consultations on demand and prescribe. For those who do not pay on collection of prescriptions, then this will still apply.

Ian will ask the CCG if a new publicity campaign focused on Pharmacy+ clinics is possible. Pharmacies are to be asked to promote themselves in a more pro-active manner.

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Patients are able to speak to pharmacist Chris Hill at the Medical Centre. The question was asked if pharmacies are accurately recording the number of consultations. Ian's understanding is that if they do not record them on the system, then they will not receive payment. John will follow this up.

#### 4. Electronic Prescription Service (EPS)

Patients seem to be aware of, and using, the system without problem.

#### 5. Appointments and Practice Update

There was considerable concern that patients were having to wait for up to 4 weeks for an appointment. The matter was no better for an online appointment. Ian questioned whether, with such delays, there may be a risk of patient safety being compromised. John advised that the practice is equally keen to reduce the waiting times and that Dr Holmes is currently carrying out an audit of the processes.

Dr Kerrane said that the GPs were adding an extra 8 appointments a day to their lists until the staffing level improved. However, the outlook is encouraging in that Dr. Claire Bolton will return from maternity leave at the end of June, Dr. Sarah Hopkins is joining the practice at the end of July and in August we will have a trainee Registrar. Amanda will have qualified as a Nurse Practitioner by the end of June.

Emily Duke is soon to start maternity leave and we send her our very best wishes.

OWMC is having to manage more patients with complex health issues. The Extensive Care Programme was considered not to be working effectively as far as OWMC is concerned.

The value, use and need for telephone appointments was questioned, as patients tend to want to discuss additional issues during the call, which then cannot be properly addressed in the 5 minute period allocated.

The practice had suffered from the cyber-attack. The IT teams put in huge efforts and recovered the situation as quickly as possible, minimising the disruption to patient services.

The official opening of the new extensions to the building had been very successful.

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Concern was expressed by the members that no additional services had yet been brought into OWMC. The withdrawal of the service for ear wax removal was again discussed, and the fact that patients requiring this have to travel to

either Fleetwood or Whitegate Drive, which is hugely problematic for anyone who does not drive. Malcolm commented that there seem to be very few appointments per day available and that it is necessary to ring at 7:30am to have any chance of booking one. John reminded the group that the CCG is not funding the practice to provide this service. Ian suggested that in the light of the obvious need, which was clearly not being adequately met by the current provision, then such a service would seem to be an ideal candidate to be operated on a Neighbourhood basis, with the practitioner and equipment travelling from practice to practice on designated days.

John stated that the Garstang practices are likely to join up with the Wyre Integrated Neighbourhood (WIN).

The matter was raised of storing personal materials (bandages, dressings etc.) at the medical centre for use when seeing the District Nurses. Dr. Kerrane will speak to Jane.

A.O.B.

It was asked whether handrails could be fitted in the corridors.

During National PPG Awareness week, PPG volunteers would be at Preesall each morning, and Hambleton on Friday, encouraging use of the Patient Access service of online facilities for booking appointments and ordering repeat prescriptions. Efforts would also be made to assist the practice in collecting patients' mobile phone numbers and email addresses.

Ian drew the members' attention to the CCG's Influence Panel.

Ian thanked everyone for attending and closed the meeting at 8 pm.

Date of Next Meeting – Wednesday 6<sup>th</sup> September at 6.30pm

Speaker: Michelle Stephens, Blackpool Victoria Hospital. Subject: Patient and Public Involvement in Research.

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