

PATIENT FORUM at the Over Wyre Medical Centre

MINUTES OF THE MEETING ON WEDNESDAY 9th SEPTEMBER 2015

PRESENT

John McPhee (Practice Manager), Dr. Tom Marland, Emily Hallett (Dispensary Manager), Elaine Blundell (Nurse Practitioner), Ian Gibson (Chair), Malcolm Worsley (Vice Chair) and 16 PPG Members

Apologies for Absence - Helen Roberts (PPG Secretary), Robert Mollart, David Dewitt

1. The Chairman welcomed everyone to the meeting
2. The Minutes of the last meeting held on Wednesday 10th June 2015 were approved on a show of hands. There were no matters arising.

3. PPG of the Year Award

Ian introduced the item and said that it was an acknowledgement of the work that the group had done. Articles concerning the award were published in the Blackpool Gazette, on the Garstang Courier website and in the Over Wyre Focus (Green Book). There will be a correction in the next issue of the Green Book regarding the printing error that the publishers had made in the September edition.

John McPhee expressed his thanks on behalf of the Practice to Ian and the group for the amount of time and effort that they had put in.

4. PPG Facebook Group

Ian expressed his disappointment at the very low numbers who had signed up to Facebook. So far there are only six members with another three in the pipeline. It was agreed to advertise the facility on the screen in the surgery and seek other ways to reach the target groups.



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5. Practice Update

a) Doctor Telephone Management

Dr. Marland said that we were now three months into the scheme. As an example he said he was personally having contact with between 70 and 90 patients a day, either face to face or by a telephone conversation. Previously the figure had been about 30. The system would be kept under constant review and refinement. One positive outcome had been that complaints had all but dried up. There were still challenges to address and some streamlining of the system would take place gradually. Dr. Noblett was unwell and would not be returning to work in the foreseeable future.

The PPG were happy with the system and felt that it was working well.

b) Staff Changes and Implications

- As already stated above, Dr. Noblett unfortunately is not well. The Practice has secured locum cover.
- Martin Lovatt (Nurse Practitioner) has left
- Melanie Clarkson should qualify as a Nurse Practitioner in April 2016
- One of the Practice Nurses is on a course at UCLAN which will lead to a qualification as a Nurse Practitioner.
- Drs. Jerome Kerraine and Golda Parker have joined the team of GPs, both full-time

c) Building Extension - Update and future plans

Dr. Marland expressed his frustration with NHS England in that it had not yet given the 'go ahead'. Everything else was in place and the contractors ready to get started.

d) Action grid update

- Bus stop on Pilling Lane - still awaiting confirmation of implementation date.
- Request for higher seat in disabled toilet—would take place with the new extensions
- Greater availability of appointments in Hambleton - no progress as BT has still to complete the installation
- EMIS - still ongoing but is a national issue
- Appointments running late - can information be displayed on the patient log-in screen? - unfortunately the answer is no.



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higher backs - GP's specialisation to be published - hope to do this next month in the Green Book

- Transport options for patients without cars/ unable to drive - work in progress
- Disabled Access - automatic doors will happen with the new extension
- Duty Doctor - this has improved with the Triage system

6. Open Forum

- Flu jabs - this will happen at Hambleton
- New telephone number - the number is being changed by hand on the appointment cards - a large quantity of stock to use up.
- Ian raised the matter of the Fast Doctor online service - leaflets had appeared in Hambleton Pharmacy. The general view of the medical staff was that it wouldn't really affect patients.
- There would be a greater role for pharmacists in prescribing medicines for minor ailments
- Ian had been to an event at Little Theatre in Thornton run by Dementia Action Alliance. He said that it was a most interesting meeting and full of useful information. The aim was to make businesses more dementia friendly. He wondered if the Practice would be signing up and giving its support. It was suggested that we might have a similar event at the Practice. Ian will investigate options.

Members raised the following matters

- Could a list of treatments that the Practice offers be listed in a Practice booklet?
- Patients who require ear-syringing have to go to Fleetwood - not offered at OWMC
- Minor injuries - practice not set up to deal with minor injuries.

There was a suggestion as to whether or not the Out of Hours Service could have a base at the OWMC. It was stated that there were many issues involved here – e.g. access, security, insurance, so the suggestion was probably not viable. However Dr. Marland would email Susie at FCMS, Whitegate Drive, to seek clarification about the out of hours service.



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- Emily mentioned that on NHS Choices website, the Practice had only 3 reviews, two of which were negative, resulting in a current rating of 2 stars out of 5. This is another typical example of only those with complaints taking the time to record their views. She invited patients with positive experience to provide reviews, to redress the false impression currently being given.
- Inspection of toilets - no regular checks are carried out. John McPhee said he would look into it!!!
- Falls prevention service at Wesham
- In general it is hard to find out information about various facilities as there is no centralised system.
- For those on a Care Plan there is separate phone number to ring - avoids ringing 111. The Care Plan is organised by the GPs
- It was stated that the Practice has a defibrillator
- The members hoped that Helen was making a good recovery and sent her their best wishes. Likewise the members wished Dr. Noblett well.

Finally, Ian thanked all the members for their attendance and the OWMC staff for giving of their time after a long working day. There being no other business Ian closed the meeting at 8pm.

Date of next meeting: Wednesday 9th December 2015

