

## OVER WYRE MEDICAL CENTRE PATIENT FORUM

### MINUTES OF THE MEETING ON WEDNESDAY 10 SEPTEMBER 2014

#### PRESENT:

Drs Marland and Holmes, Kay Beaumont (Nurse Practitioner,) Emily Hallett (Dispensary Manager), Simone Harris (Office Manager), John MacPhee (Practice Manager), Kyle Wilkinson (Receptionist), and 13 PPG members.

Chair: Ian Gibson                      Vice Chair: Malcolm Worsley                      Secretary: Helen Roberts

Apologies were received from 4 members

#### CHAIRMAN' S WELCOME ADDRESS

Ian welcomed staff and members who then all introduced themselves.

SECRETARY had nothing to report. The minutes were taken as read and there were no matters arising.

#### CHAIRMAN'S REPORT

Patient Survey - Ian reported that the core-group has been working on a new survey. It will be much shorter than the previous one and it is hoped that this will encourage more patients to fill it in. A discussion followed, various suggestions were made and some modifications were requested by Dr Marland and Emily. Ian will prepare the final version ASAP, as the practice kindly agreed that the survey will be handed to patients attending the forthcoming flu clinics – an ideal launch opportunity. It was also confirmed that GPs and other members of the medical team will give the survey to patients during consultations throughout the survey period. This should be hugely beneficial - it is thought that receiving the form in this way will encourage completion and return. Forum members who are involved in local groups or societies were asked to contact Helen or Ian if they would be willing to help distribute and collect some surveys within their groups. The final date for return of surveys is 30th November 2014.

Patient Transport was discussed. Ian has met Tony Ward of Wyre Senior Forum, who is conducting a study into the feasibility of some kind of Community Transport scheme for Wyre. It was agreed that a first step is the need to research the size of the demand – clearly a difficult task. It was agreed that the practice would help in this by advising on how many requests they receive to book taxis for patients (apparently substantial in number).

Ian advised that the Liverpool Care Pathway is being replaced locally by a new procedure developed by Trinity Hospice and Blackpool Teaching Hospitals NHS Foundation Trust which will place great emphasis on the wishes and involvement of the patient and family.

RCGP campaign – members were advised that the Royal College of General Practitioners is running a campaign supported by a petition. The campaign is named 'Put Patients First' and aims to help ensure that GP practices in future will receive an adequate share of the NHS budget (they currently receive less than 9%, whilst having 90% of patient contact).

Forum members were urged to consider supporting the campaign by signing the petition. The Practice was asked if they had made a petition available in the surgery for patients to sign. John MacPhee will review and advise. The petition can also be accessed on-line at <http://www.rcgp.org.uk/campaign-home/get-involved/petition/petition-england.aspx>.

Water cooler/dispenser - the previous PPG suggestion for installation of a water cooler/dispenser in the waiting rooms was discussed. John advised that the quote received (for a bottle-fed dispenser) was not currently acceptable to the partners. It was suggested that a mains-fed cooler would be more cost-effective in the long run. This remains an open proposal for action at a future date. It was confirmed by Simone that until then, any requests for water would be happily fulfilled. It was suggested that a notice to this effect be displayed.

#### UPDATE FROM DR MARLAND

Telephone triage, which involves a doctor speaking by phone with all patients requesting an appointment, is in the late planning stage and hopefully will start after Christmas; all agreed it was a good idea. The purpose is to ensure that patients will see the medical professional best suited to help with their issue. It remains to be established how or if on-line appointments will still be offered when the new system is introduced.

The Neighbourhoods Scheme is evolving. The objective is for groups of practices to combine their skills and resources to allow them to enhance the services offered, and jointly commission additional services. Currently under discussion is a business plan that could include a Care Home Project for one pharmacist to work throughout the whole Neighbourhood. A bid would be made to the CCG for one pharmacist to work four days a week to cover all practice care homes within the Neighbourhood, looking at developing better care, end of life and medicines management. The Neighbourhoods project can access support from the Better Care Fund – a £3.8bn fund announced by the government in 2013 to help support the integration of health and social care

Disabled Access: Dr Marland advised that currently the practice does not have the funds to install automated door openers. It was suggested that it will be cheaper to install full disabled access when the planned extension is built and the partners will commit to this. Ian replied that the PPG acknowledged the decision.

We were informed that Dr Jackson was leaving the practice due to family commitments. A new GP (now confirmed as being Dr Aine Murphy), has been appointed and will join on 7<sup>th</sup> October.

#### UPDATE FROM JOHN MACPHEE (INCLUDING ACTION GRID)

In respect of the 3 key targets to be agreed between practice and PPG, John proposed that as we couldn't include disabled access in the current year, a plan to purchase new chairs for the surgery would be a viable and desirable alternative and would help meet infection control criteria of the Care Quality Commission (fabric and even wood are not favoured as suitable materials). The group was asked if they would support the purchase of chairs conforming to new standards as the 3<sup>rd</sup> target. A vote was taken and the proposal was agreed. John has since advised that the chairs will be purchased in batches of 20 during the present and next financial year. The PPG asked if some higher chairs could be included, to assist patients with reduced mobility and this was agreed. John provided an Action Grid update (attached).

## UPDATES FROM OTHER OWMC TEAM MEMBERS

Dr Holmes had done an audit of DNAs and the total for the past year exceeded 4,000. There are a number of 'serial offenders'. It was felt that some action ought to be taken. It is important that this is done sensitively.

Simone asked if members would spread the word that the flu vaccination clinic dates were now available. Letters have not been sent out this year to remind patients, but all over 65 years of age and people in at-risk groups are urged to attend.

Kyle Wilkinson described his experiences to date working as a Medical Receptionist. As he is committed to helping people, he has found the job very rewarding. He was invited to say what message he, as a receptionist, would like to give to patients. He replied that it was sometimes difficult to get patients to understand that his prime commitment and intention was to do his best for them.

Simone said the impact of Kyle - the only male receptionist so far - has been very positive and enhanced the team. She also welcomed new receptionist Carol Wilkinson.

The question of delivering prescriptions to homes was discussed. Evidence is available that the system is being abused by people who appear to be quite able to collect for themselves. Once again it was noted that it was a sensitive subject and difficult to tackle.

Emily is investigating what enhanced information facilities can be made available on the check-in screen, for example to notify when appointments are running late, flu jab reminders etc. Further developments are expected.

## ANY OTHER BUSINESS

Members asked if the blood pressure machine could be moved, to provide more privacy for patients using it.

There is concern regarding patient privacy at the reception desk, particularly when queues form. A member asked whether it might be possible to arrange for people to be seated as they wait to take their place at the desk, to create more distance between the waiting queue and the person at the desk. It was agreed that this is a long-standing and difficult issue, with no simple solutions.

It was suggested that Medical Centre opening times be displayed on the outside door.

Another pamphlet display stand was requested.

Ian thanked everyone for attending and the meeting closed at 8:15.pm

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Date of next meeting: Wednesday 10<sup>th</sup> December 2014 at 6:30pm.

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