

MINUTES OF PPG MEETING MAY 8th 2019

PRESENT:

PPG: Tony Lainsbury **TL** Ken Sutton **KS** Joyce Ousby **JO**
Sally Budd **SB** Bobby Williams **BW** Sally Hardcastle **SH** Catherine Robinson **CR**
Helen McManus **HM** Alan Granger **AG**

From Practice: Dr Maria O'Hare **MO** Rachael Somerville **RS** Grahame Young **GY**
Nichola Wiggett **NW**

APOLOGIES:

John Poland, Vikki Sant, Margaret Riches and Elaine Prudham

PRACTICE REPORT:

MO and **RS** advised that the next CQC inspection cycle was due, taking account of the past excellent report the practice had been advised that an initial pre-arranged telephone 'screening interview' would take place on 4th June. Depending on the outcome of this, the CQC may not progress to a full visit. **RS** circulated a summary of the agenda for this call, which primarily focuses on changes that may have occurred within the Practice, what has been achieved during the past year, and areas of concern.

MO described 'how the bar is being raised year on year' and how the CQC expect to see the delivery of continual improvement within all Medical Practices.

RS advised that a new Healthcare Assistant (Nicola Wight) has just joined the Practice.

MO described how a revised administration and 'call in' system is being implemented in respect of COPD Clinics.

MO described how the Practice is to host continuing training and Final Year Assessments for Newcastle Medical Students, and advised that 'volunteer patients' would be appreciated to act as 'guinea pigs'.

GY followed by describing how the Practice will also participate in hosting additional training support to a Pharmacist Trainee, this further enhancing the reputation of the Practice in its training role, whilst helping to benefit from 'leading edge' external knowledge.

RS distributed the results of the 'Court Thorn Surgery – Patient Satisfaction Questionnaire 2017' to the meeting. Of 860 Questionnaires sent out, there were 109 responses, the #1 issue being the (to date) inability to pay for services via Credit/Debit Card.

The Practice has positively responded by sourcing a Credit Card Reader, which will shortly be introduced, hopefully by the end of May.

The Practice now has a record total of 3,269 registered patients.

GY/MO/RS then described some of the difficulties and challenges facing the efficient operation of the dispensing of prescriptions (these falling into two categories: 'Acute' and 'Repeat'), specifically relating to Repeat. The issue is that the current practice of fulfilling dispensing of Repeat prescriptions within 48 hours is placing too much pressure on the dispensing system, the primary concerns being safety of Patients and maintaining accuracy within the process. It is felt that the 48 hours service for Repeat prescriptions is actually better than necessary. Whilst there would be no change in the dispensing of Acute prescriptions, it is proposed that the lead time for dispensing Repeat prescriptions will be extended from the current 48 hours, to 72 hours, it being felt that this will enhance the delivery of a 'right first time' process.

This proposed change led to a round table discussion, which concluded that whilst the PPG endorsed this action, it should be vigorously communicated to Patients so that there was an understanding as to why what may be perceived to be a retrograde step is being taken. The following methods were proposed and discussed:

- Presentation by **GY** within the forthcoming Seminar on 20th June, including
 - Explanation of the issues
 - Challenges of drug supply
 - Desire to ensure 'right first time' service
 - To get across the right message
- Podcast to be shown on the Surgery TV screen
- Explanatory message within Prescription packets

RS emphasised that the Practice is currently achieving the highest Patient satisfaction in the area.

Finally, **RS** also explained that Ann Blakely, the recently appointed two day per week 'Living Well Coach', is unfortunately now off on long term sick leave and there is some uncertainty over how her role is to be supported in future, although it is believed that a replacement is to be supplied, albeit on a one day per week basis.

Query – will any support be forthcoming from 'Living Well' in respect of the forthcoming Seminar, as Ann was scheduled to deliver a presentation session relating to her activities?

PPG BUSINESS:

TL thanked those present from the Practice for their comprehensive update and went on to discuss the forthcoming Seminar.

SEMINAR:

Planned Date: Thursday 20th June

Content:

Demonstration of PPG sourced equipment, by Dr Iain Grainger

- ECG machine
- Spirometer equipment

Presentation by Grahame Young

- Role of Clinical Pharmacist
- The Practice Dispensary
- Planned changes to dispensing of Repeat Prescriptions
- Self Care

Publicity:

[ACTION POINT] RS agreed to prepare a draft Poster for display on Parish Noticeboards etc, and also suggested placing a publicity note within dispensed prescriptions.

Other suggestions were to prepare a large 'A3' Poster, consider a leaflet drop within the villages, and also include within the next Practice newsletter.

The general consensus was that effort needed to be put into ensuring that adequate publicity was prepared and circulated sufficiently far in advance of the Seminar, so as to raise awareness and maximise numbers attending.

[ACTION POINT] It was agreed that a Seminar Planning Meeting would take place at **1pm on Wednesday 5th June**, to finalise arrangements. Attendance would be appreciated, by those who are available. **TL** expressed his view that the recent Seminar (where both the Police and Fire Service had presented, together with a further demonstration of the Defibrillator equipment) had been a success and that he had received positive feedback from attendees.

FUNDRAISING:

HM will be undertaking her sponsored Liverpool Half Marathon on 26th May and indications are that she has received a considerable amount of sponsorship on behalf of the PPG.

TL thanked her in advance for her efforts and estimates that there is approximately £500 of sponsorship so far ... well done!

On a more serious note, **TL** expressed concern over the depleted state of PPG funds but advised the meeting that **JP** has submitted an application to the Hesketh Parish Council for a grant of funds to support the Prescription Delivery Service, and if granted, this would be a valuable injection of funds.

SH stated that there remained approximately '2 years range' of funds to support continued operation of the Prescription Delivery Service, this equating to approximately £1,800.

CHARITY STATUS:

TL introduced further discussion re the potential to convert the current PPG entity to achieve charitable status. He described how a recent review had taken place on 29/04/19, which had concluded with a recommendation to progress further exploration.

It was proposed that an open meeting of PPG members be convened to take place (envisaged in July) where the issue could be debated and hopefully progressed with the blessing of members.

It is envisaged that a 'Charitable Incorporated Organisation' ("CIO") approach with a Board of 5 Trustees would fulfil Charity Commission requirements, whilst retaining simplicity of operation.

The twin primary objects of the CIO would be to:

- Support the continuing operation of the Prescription Delivery Service
- Raise funds to purchase equipment for the Practice, not normally provided by the Practice

KS articulated his view of the key elements surrounding this proposed change, these being:

- Enhanced / compliant governance – increased credibility and demonstrable integrity
- Adherence to Charity Commission requirements – AGM / Minutes / Code of Conduct
- Enhanced probability of funding by donors – credibility and compliance = increased access to 'corporate donations'
- Simplified CIO approach means easy administration and 'limited liability' for individual Trustees

A show of hands indicated that the meeting was in favour of the proposed conversion.

[ACTION POINT] It was agreed that a meeting of PPG members would be arranged for **Wednesday 3rd July**, at **1pm**, to specifically focus on the proposed change.

[ACTION POINT] Also that a 'Briefing Note' relating to the proposed change be prepared and issued to all members prior to the above meeting, so that individual members may consider the issues involved.

It was noted that **SH** would prefer not to continue in her present role as Treasurer if the proposed change took place, however emphasising that she would wish to remain a Member.

OTHER BUSINESS:

A retired GP has recently volunteered as a support driver for the Prescription Delivery Service. Whilst there is currently adequate staffing for the service **JO** indicated that she would take him out on a trial run, so that he will have some familiarity with the service requirements, and can then be held in reserve.

TL expressed the PPG's thanks for such volunteering.

The meeting concluded at 2.20pm and the date of next general PPG meeting is TBC by **TL [ACTION POINT]**.