

# THE GLEN MEDICAL GROUP & PARK SURGERY

## MINUTES OF PATIENT REFERENCE GROUP MEETING

HELD ON TUESDAY 22<sup>ND</sup> FEBRUARY 2016

Present:	Dr Simon Hutchinson	GP Partner
	Mrs Lynn Crutwell	Practice Manager
	Ms Kate Woodhouse	Secretary/ Administration
	Mrs Denise Hetherington	PRG Member
	Mr Martin Simpson	PRG Member
	Mrs Sandra Dummer	PRG Member
	Mr Alfred Dummer	PRG Member
	Mr Michael Gough	PRG Member
	Mr Gerald Fionda	PRG Member

Apologies for absence: Mr & Mrs Sutherland, Mr Michael Harte, Mrs Celia Harrison, Mrs Theresa Robertson

### **Introductions**

Lynn welcomed everyone to the meeting and introduced Kate, who would be taking minutes in place of Jeannette, to the rest of the PRG members.

### **Review of previous minutes**

Lynn explained that appointment waiting times and access were back on the agenda and would be discussed again later in the meeting.

Mr Fionda asked whether a member of the CCG would be joining a future meeting. Lynn explained that discussions had been made but was yet to find out who would be able to attend. Lynn would chase this up again.

Lynn asked members whether they would find it useful for a Patient Champion to attend the meeting to give an update as to what they have ongoing in the community and what they have planned. PRG members were in agreement that this would be beneficial.

Dr Hutchinson asked members whether they had any ideas for the Patient Champions. Mr Fionda asked whether they had anything in place for housebound patient with regards to transportation, such as volunteer drivers. Lynn explained that she would take this to the Champions but would need to look in the plausibility of this. Lynn advised members that the gentle exercise class remains popular and that Catherine continues to do well with this. Lynn explained that there has been further advertisement for new coordinators for the Champions. The group agreed that more advertisement in the waiting rooms would be beneficial for this. Mrs Hetherington asked who monitored the Patient Champions and whether their work was fed back to the Surgery. Lynn explained that they used to have a coordinator but this was only for a year due to limited funding. Mr Fionda asked whether he should ask his Village Group to see if anyone would be interested in becoming a Champion. Dr Hutchinson explained the ideal candidate would be proactive and passionate about driving this scheme forward. Lynn agreed this was a good idea and would forward Mr Fionda any information she had regarding recruitment on to him. Mrs Hetherington reiterated that it would be useful for the Patient Champions to attend a PRG meeting. Dr Hutchinson asked Mr Simpson whether this could be something coordinated with Age UK as they also have similar ideals. Mr Simpson agreed he would be happy to arrange a meeting and also provide a framework to the Champions.

Lynn explained that she was still waiting for updates for A Better U. Mr Simpson stated that there was a further meeting to be held this Friday at 10am at the Hebburn Hub which other members were unaware of. Lynn stated that she would contact Emma Hamblin from the CCG again. Members agreed that it would be useful for the Patient Champions to coordinate with A Better U due to cross overs in classes or ideas. It was also felt that this may also help the uptake in participation and involvement from the community.

Lynn informed members that the electronic prescribing scheme was now up and running but this hadn't been without its glitches. Lynn explained that there were complications with the nominations and some prescriptions had been sent to the wrong Chemists. Mr Fionda explained a similar problem had happened to him when he ordered three prescriptions as one ended up in South Shields, one went to Boots and another was picked up from the Surgery. Dr Hutchinson also explained the certain drugs were unable to be sent via EPS as they were controlled. Mr & Mrs Dummer explained they had experienced this problem whilst ordering Warfarin.

Lynn advised members that the prescription line was now available 24 hours a day but there was still an hour each day when the line would be managed by a member of Reception. Lynn explained that patient were now able to leave a message regarding their request any time of the day. Lynn also reiterated that prescriptions could be ordered via online, email, telephone and the drop in box located in reception.

Lynn explained that following the last PRG meeting, Patient Champions had come into surgery as 'queue busters' to signpost patients to the right queue or help them use the self-check in service. Unfortunately the times in which the Patient Champions were in the waiting room weren't necessarily busy times and no immediate benefit was felt. Lynn explained this would be trialled again at busier times.

Lynn advised all members that a new check in system had been installed and again this was not without its teething problems. The new system asks patient to confirm their appointment once personal details have been accepted however this step seems to be missed. Signs have been put up around the kiosk to inform patients of this and Reception are monitoring the situation.

Lynn advised that the ticket system was still being considered as had received a few negative comments as to how useful this would be. Members were in agreement that this was still a good idea.

Lynn explained that the Pharmacy First Scheme seemed to be going well however many people were still unaware of this and there remained confusion as to who was able to access this, for what ailments and whether there would be a charge. Mrs Hetherington asked whether further advertisement would be made by the surgery. Lynn agreed more advertisement would be useful to the surgery and beneficial for patients who were unaware of their options. It was agreed that advertisement would be made on our screens. Lynn would also contact Jo Ferries from the CCG to see whether more materials such as posters could be accessed. Mr Fionda asked whether advertisement or messages, such as useful numbers, could be made as a foot note in the Practice letters. Dr Hutchinson agreed this may be a possible option but would have to test whether this could work due to letter size, number of pages etc. Mrs Hetherington asked whether this could be something the Patient Champions could get involved with as many people prefer verbal communication and may ignore a foot note on a letter.

Lynn advised members that the car park barrier had been fixed however the intercom had broken in the meantime so the barrier remained open. Mrs Dummer explained that there had been occasions when the buzzer had not been answered and she was delayed for appointments due to this. Lynn reiterated that all problems had now been fixed and a second intercom installed. She asked that all members contact her if experience any further problems. Mr Fionda asked whether video could be installed so reception could see whether or not someone pulled up to the barrier. It was agreed that the intercom system should work without this. Mrs Hetherington explained that she had noticed a number of cars parking in front of the surgery again. Dr Hutchinson explained this was mainly the delivery for the Chemist.

### **Current Practice Pressure/ GP Appt Numbers**

Lynn explained to members that the Practice was really struggling with the pressures of appointments and this was mostly down to the shortage of GP's available. Lynn explained that the Practice is currently 14 sessions short of ideal and that current sessions being supplied were 30 by GP and 7 with GP Registrar. Dr Hutchinson explained that ideally the Practice would offer 52/53 sessions per week. Lynn went on to explained that waiting times currently stood at around 3 weeks however if a patient was acutely unwell they would be triaged by a Doctor that day. Lynn acknowledged that this waiting time was unacceptable to both patient and the surgery and that this had a knock on affect with problems contacting the surgery.

Lynn advised members that a request had been made to close both Practice lists to NHS England however this was not a simple process. Once the request had been made NHS England would then ask neighbouring surgery for any objections before processing applications. Lynn advised members that GP recruitment was extremely difficult at this time however a new GP would be starting in March providing 7 sessions. Negotiations were being made with a further GP who would hopefully start in summer.

Lynn acknowledged that there was pressures across all NHS Services including A&E and that Mayfield Medical had recently closed their lists. Members discussed the impact of the new housing in Hebburn.

Dr Hutchinson explained that different ways of running appointments/ triage had been looked into such as that of Doctor First but then this closes off appointments to all patients, even those that could be and are happy to be seen routinely.

Mrs Hetherington asked whether the surgery had a catchment area like they have in schools. Dr Hutchinson explained that the surgery did have a catchment area and the map would be brought to the next meeting.

Mr Dummer asked whether the closure of the Walk in Centre had an impact to the surgery. He explained that a recent visit to STDH ended up in a 3 to 4 hour wait to be seen when the maximum wait at the Walk in Centre was 2 hours. He also queried why this was allowed to close as so many voted against. Lynn agreed that this had had a knock on affect to the Practice. Members agreed that many patients would be unable to travel to South Shields due to transport links and cost implications.

Dr Hutchinson explained that a further Nurse Practitioner had been considered as this would help with appointments as well as the triage. Lynn explained that a post had been advertised but no one had applied.

Lynn explained that the Practice had employed Pharmacist to help reduced the administration work created by medication requests and queries. Currently employed two days a week but ideally this would be five.

## **Flu Campaign**

Lynn explained that the flu campaign would be discussed at the meeting at the request of Mr Fionda as he wondered whether this could be something moved away from the Practice to save appointments and Nurse time. Lynn explained that the flu campaign runs separately from normal appointments and the surgery usually tries to open Saturday clinics to get the larger numbers. Members agreed that the Saturday clinics were a good idea and made it a lot easier for them to attend. HCA are used during surgery hours. Lynn explained that the Flu campaign is not seen as a waste of appointment time due to the amount of money it brings into the surgery and unfortunately some aspects need to be viewed from a business perspective.

Mrs Hetherington explained that the last Saturday Clinic she attended was closed when she had got here although text stated 12noon. Lynn explained that times are usually advertised at 11:45am. Kate stated that texts had gone out with the wrong timing. Lynn said she would take this on board to prevent the same from happening this year.

Lynn went on to explain that this year had been of a poor uptake due to problems with deliveries and the negativity expressed in the media on the effectiveness of the vaccine.

## **PRG/ Practice Priorities/ Survey Results**

Lynn advised members that copies of the survey results had been sent out to all members.

Mr Simpson asked whether the Practice had thought of using Survey Monkey for this. Lynn explained that it had but the number of emails recorded for patients was poor. Lynn agreed this needed to be pushed for next year.

Mrs Hetherington asked about the results of Social Media as only 2% of the population had stated they use this to communicate with the Practice. Mrs Hetherington ask whether patient Champions could be used to promote Facebook.

Dr Hutchinson agreed that the use of social media would be positive to the Practice and would send at least 3 to 4 tweets or status updates before next PRG meeting. Members agreed that information regarding Pharmacy First would be a good start. Lynn asked that if any members had ideas as what to promote over social media to send her an email. Mrs Hetherington asked whether the amount of DNA's was advertised in surgery as this would be something to put through social media.

## **Any other business**

Mrs Hetherington asked whether the surgery was continuing with the Registrar. Dr Hutchinson explained that the Practice is continuing with this and welcomed Dr Eshraghi to the Practice at the end of January.

Next meeting? , date and time to be confirmed