

PATIENT FORUM at the Over Wyre Medical Centre

MINUTES OF THE PPG MEETING ON WEDNESDAY 11TH JANUARY 2017

AT THE MEDICAL CENTRE, PREESALL.

PRESENT:

Dr Oliver Totty, Elaine Blundell (Nurse Practitioner), Simone Harris (Office Manager), Ian Gibson (Chair), Malcolm Worsley (Vice Chair), Helen Roberts (Secretary) and 11 members.

1. WELCOME

- Ian welcomed everyone to the meeting.

2. APOLOGIES

- J. Hulme, P. Warburton, C. Anderson, M. Newton, J Firth, C. Johnson and V. Berriman.

3. MINUTES OF LAST MEETING

- The minutes were taken as read. The only matter arising was that Helen reported that Hambleton Pharmacy had replied to her letter. They stated that after due consideration, they were joining the Pharmacy Plus Scheme.

4. PATIENT CARE SURVEY 2016

- Ian explained that as a result of the 'Does Not Apply and 'blank' answers having been taken into consideration in the initial chart calculations, the 1 to 5 percentage ratings had been understated. A revised copy of the document was handed out. The overall results, with few exceptions, were very good and he congratulated the practice on their work and dedication. It was said that in regard to Question 3 regarding patients not being able to see their preferred GP, this may improve as more GPs were employed and therefore more appointments would be available. Alison pointed out that patients were probably still referring to the "Same Day" scheme that had been previously implemented.
- As 25% of respondents had given a 'Poor'/'Very poor' rating in respect of being able to access assistance when OWMC is closed, Ian asked if the Out of Hours Service could be improved, Dr Totty replied that more information of the problems experienced would help to progress this question. Ian responded that this level of detail was not available in the survey, but confirmed that he had had personal experience of very long delays waiting for a call-back. Elaine suggested that the rural location may have a bearing on Out of Hours home visit response times.
- The question of leaflets available in the waiting rooms was postponed for the present, pending further discussion.

5. PRACTICE UPDATE

- Simone reported that the builders were still working on some improvements including the reception area.
- The new patient notification screens software still needs some initial 'tweaking', but the system will also provide a great opportunity to display a variety of information, messages, health advice etc., and unlike with the previous system, this is totally within the practice's control.
- Dr Totty confirmed that Dr Vicky Simpson would be joining the Practice on 23rd January and Dr Sarah Hopkins would be soon starting work, just on Fridays for the moment but it is hoped that she will be joining the practice full time. Dr Hopkins would be training GPs which would make more appointments available.
- Melanie and Amanda will shortly become qualified Nurse Practitioners which again will provide more appointments. They will continue to be mentored by Elaine for a period of time.
- An application for funding to bring the old consulting rooms up to present standards has been made.
- Hambleton Surgery is to get new screens, but there are no plans at present to make more appointments available at Hambleton. A member advised that they had heard a rumour that Hambleton surgery would be closed. This was strongly refuted by Dr Totty and Simone.
- Ian asked about the practice view/plans re 7 day access. Dr Totty commented that he had witnessed a scheme in Salford where a practice sharing the same building had used their premises to offer late night surgeries Monday to Friday. The surgeries were mostly empty, with high DNA rates and well-paid locums were often sat with little to do. He had also been involved in Saturday morning clinics with an observed higher DNA rate than midweek appointments. In Dr Totty's opinion the key issue is whether it would be cost effective.
- Some higher chairs for less able patients will be ordered.
- Text message reminders are working OK, but the practice does not have mobile numbers for many patients. It was suggested that a little time invested in obtaining mobile numbers from patients at the reception desk would bring worthwhile benefits to both patients and practice.
- No information re DNAs is available at the moment, but the practice does not feel it to be a matter for concern at present.
- A patient had asked about the use of mobility scooters within the building. It was said that the practice needs to review the policy, but it was confirmed that if a patient was unable to access the consulting rooms without, then the scooter can be used. Ian is to advise the patient who raised the question.

- Helen asked if patients could be better informed after test results were received at the practice, as the standard letter asking for a follow up appointment to be made gave no indication of the test result or the degree of urgency, which could be quite stressful for the patient. Dr Totty confirmed that this will be looked into.
- The Electronic Prescription Service (EPS) is now in place, with patients required to specify a 'Nominated Pharmacy' to which their prescriptions will automatically be transmitted. This could be difficult for patients wanting to temporarily use another pharmacy, as they would have to change their nomination and then change it back. Dr Totty explained that the EPS system does allow an alternate pharmacist to request and download a prescription from the nominated one, but that this might not be a timely procedure.

6. ELECTION OF OFFICERS

- Mike suggested that as there was time pressure to finish this particular meeting, then perhaps item 6 should be postponed until the following meeting. As Simone then confirmed that no new names had been put forward, Ian suggested there was no need to defer and the present officers were re-elected on a show of hands. It was remarked that this item should have been first on the agenda and the point was accepted and noted.

7. ANY OTHER BUSINESS

- Ian sought members' views on the value of having guest speakers attend PPG meetings. The consensus was that it is very positive and suggestions for future speakers included Occupational Therapy, the Chairman of BTH NHS Foundation Trust, Falls Service, and Michelle Stephens (R&D Manager at BTH for Clinical Trials).
- Ian also mentioned that the CCG is organising new roadshows in February to bring people up to date with new health service developments in our area and he urged PPG members to attend one if possible. The nearest for Over Wyre residents will be on 22 February 2017 at Thornton Methodist Church, from 2pm to 4pm. All members have been provided with full details on locations, times and how to book.
- Ian thanked everyone for their attendance.

8. TOUR OF OWMC BUILDING EXTENSIONS

- Following the meeting, members were given a tour of the new buildings.

9. DATE OF THE NEXT MEETING - WEDNESDAY 8 MARCH 2017 6:30pm at OWMC

