

# PATIENT FORUM at the Over Wyre Medical Centre

## MINUTES OF THE PPG MEETING ON WEDNESDAY 15<sup>TH</sup> JUNE AT THE MEDICAL CENTRE, PREESALL

### Present:

Dr J. Kerrane, John McPhee (practice manager), Elaine Blundell (nurse practitioner), Simone Harris (office manager), Ian Gibson (chair), Malcolm Worsley (vice-chair), Helen Roberts (secretary) and 19 PPG members

### 1. Welcome

- The Chairman welcomed everyone and particularly new members.

### 2. Extensive Care Service

- Ian introduced Clare and Louise from the service, who explained that this new initiative was for patients over 60 with two or more specified long term conditions. Patients will be referred by their GP to the service and can then choose whether to take up the option. A member of the Extensive Care team will be available to visit patients in their homes to answer any questions they may have. Typically a patient would remain in the service for 3 to 9 months, they would then be returned to the care of their GP. If however it was thought necessary, the period may be extended or they could be referred back at a future time. At the moment the service is under-used, as GP referrals have not reached the target for the area which is 500.
- The patient would be cared for by a team of healthcare professionals who would normally see them in one place. At the moment this will be in Poulton where the Extensive Care team is based at the Civic Centre.
- The team consultant, Dr Weatherburn, would be able to refer patients for scans, blood tests etc. As much treatment as possible would be given at the centre.
- A wellbeing support worker would look at the overall picture and could provide advice on matters such as benefits entitlement, loneliness, or other additional issues that may be affecting a patient's health. This support would be given in the home as required.
- The team also has a physiotherapist and pharmacist.
- This is a 7 day service (with reduced hours at the weekend) and the overall aim is to improve a patient's health and help them manage their conditions, avoid admissions to hospital, and avoid appointments at multiple locations.
- Members then asked questions, especially around the issue that the need to travel to Poulton, rather than to see a GP in Preesall, would be problematic for many patients without cars or friends or family members to drive them. It was felt that this would prove to be a real barrier to accepting referral. The reply was that this was acknowledged to be a problem but if there was the demand it may be possible to hold satellite clinics in areas other than Poulton in future.
- Dr Kerrane suggested that hospitalised patients could be referred to the service in order to free up hospital beds.

- John asked if a member of the team could have a desk in the waiting room on occasions to help publicise the service and answer questions; this was said to be a good idea.
- Ian thanked Claire and Louise and said that the presentation had been very informative and that he hoped our members would spread the word.

### 3. Apologies

D. Bray, J. Firth, J. Hulme. C & J. Newhouse, P. Philpot, J. Foster. M. Sykes, J. Thompson  
G. Eccles, M. Forrest, C. Johnson, E. Duke.

### 4. Minutes of the last meeting

It was agreed by all that these should be taken as read and there were no questions arising.

### 5. Practice update - John MacPhee / Dr. Kerrane / Simone Harris

- John gave us the good news that the building extension work would be starting on 11th July. On 6th July at 12.30pm a “sod turning” ceremony would be performed by members of staff and the former Manchester United player Alex Stepney would be present. Press and TV would be present to record the event. All PPG members were invited to attend.
- The staff parking area is to be used by the builders and the patient car park will - at a date to be confirmed - need to be closed for 2 weeks in order to install a 30 foot water tank. This is going to cause problems and Simone suggested that PPG members may be able to help in order to aid patients to deal with the difficulties of access. It was suggested that Hambleton surgery could be used more extensively during the building work to alleviate some of the inevitable problems. The work is expected to take 6 months.
- John had been advised that the best time to conduct a patient survey would be during flu vaccination time as more patients could be reached. John suggested an alternate form of questionnaire might be used and will contact Ian with details.
- Dr Hibbs is leaving in August and will be replaced by Dr Oliver Totty.
- Reception staff are all going to attend an in-depth training course in Non-Clinical Triage.
- Staff and patients were happier on returning to the previous pre-booking appointment system. Telephone consultations are also being offered along with urgent same day appointments.
- Dr Kerrane hopes that the local chemist will sign up to the new episodic care contract that will allow them to advise upon and/or treat minor conditions on their premises.
- The text message system reminding patients of appointments is to be used to send other information and Simone hopes to obtain mobile phone numbers from more patients; she also reported that 3 new receptionists have been employed.
- Ian asked if the IT communication problems at Hambleton surgery had been solved, Dr Kerrane replied that his consulting room IT was fine; he added that he thought the Hambleton Surgery will have to be used more if the planned 500 houses are built in the area.

6. A.O.B

- Ian asked if more information - e.g. to publicise screening campaigns - could be put on the TV screens in the waiting rooms. John replied that the contractors were not keen to do this as they earn money from the adverts. Ian then suggested that maybe the CCG would be able to negotiate a deal for all surgeries in the F&W CCG area, which would then enable relevant information to be displayed simultaneously in all practices.
- It was mentioned that the TV screen at the far end of the waiting room was not working.
- It was noted that John Donaldson, a volunteer from Prostate Cancer UK, will be holding a Prostate Cancer Awareness table in the Preesall surgery waiting room from 10:00 am until 12:00 noon on Monday 4<sup>th</sup> July.

7. Date of the next meeting is 7<sup>th</sup> September 2016 - 6.30pm - OWMC

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

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