

# PATIENT FORUM at the Over Wyre Medical Centre

## MINUTES OF THE MEETING ON DECEMBER 9TH 2015

### PRESENT

Dr. S. Lynch, John McPhee (Practice Manager), Elaine Blundell, Melanie Clarkson (Nurse Practitioners), Emily Duke (Dispensary Manager), Simone Harris (Office Manager).

Chair: Ian Gibson, Secretary: Helen Roberts  
13 PPG members

1. The Chairman opened the meeting and invited everyone to introduce themselves.
2. Apologies from: Mr and Mrs. Worsley, Mrs and Miss Hulme, Mrs J. Thompson and Miss C. Newhouse.
3. Minutes of the last meeting were taken as read and there were no matters arising.
4. 2015 Review

Ian said that a number of agreed improvement items had been delayed, but would be incorporated as part of the new building extension project.

The major event of the year had been the introduction of the new appointments system.

The group had won an award from the CCG for best PPG of the year and whilst the group members do not ask for praise, it was none the less good to have our efforts rewarded.

Ian then spoke of his involvement with the CCG, where he attends monthly meetings of the Patient and Public Engagement Group, representing Over Wyre patients in a much wider forum. He and Malcolm attend a quarterly Chairs' of PPG's meeting where experiences of improvement actions are shared and mutual support provided.

John and Ian had attended a Preesall council meeting to put the case for a bus stop near the medical centre; this is ongoing, following Dr Marland's contacts with the relevant bodies last year. Hopefully the council's support will add new impetus.



Flu vaccination appointments have been made available at Hambleton surgery for the first time, in line with demand identified in the last patient survey.

5. The Secretary had nothing to report but welcomed new members.

## 6. Practice Update

Dr Lynch then addressed the meeting. He confirmed that the new appointments system is largely working well, but the absence of Dr Noblett, meaning that 200 fewer appointments per week are available, was causing inevitable difficulties. Despite this, only a small number of patients, e.g. 12 on a recent very busy Monday, were not able to have an appointment that day. On that same day, 225 patients had contact with a GP, by phone or in person.

It is proving difficult to meet the wishes of all patients wanting to speak to their doctor of choice due to staffing problems, but the practice will be addressing these issues in the New Year.

Dr Lynch asked for the support of PPG members in informing patients of the success of the new system and that the difficulties are being addressed. Helen suggested that patients could be informed via the Green Book. This was agreed. Also the holiday rota has been disrupted, due to one GP leaving and a new one arriving. The overall recruitment situation remains difficult, as the numbers of newly-qualified doctors who are becoming GPs are falling; only 50 per cent are now choosing General Practice. However, a new doctor will be joining the practice in March. Under the new appointments system, DNAs are now almost nil.

John then updated us on plans for the new building. All is now in place except for the final NHS official sign-off and it is hoped that building work will start in January.

The CCG is implementing their New Models of Care programme. John mentioned that an outline of the scheme can be seen on YouTube (link [here](#)). The Extensive Care section has been launched in Lytham and will be extended to Wyre in April 2016. Its aim is to support patients in their home as far as possible using a dedicated team, thereby improving their care and avoiding unnecessary hospitalisations. GPs will invite patients in a defined category to join the scheme.

John confirmed that the practice would be signing up to the Fylde & Wyre Dementia Action Alliance.

It was suggested that services such as ear syringing might be available to patients in the new building. This could be a possibility.



## 7. Action Grid update

Copies of the Action Grid were distributed to PPG members and the practice staff explained the results.

1. Bus route, LCC to advise ASAP. Members discussed the possibility of a path through the church car park as a short cut for patients to the centre. Two members offered to approach the church's representative with this request.
  2. Higher seat for disabled toilet has been sourced and will be installed in new building.
  3. No Entry sign will be implemented in the car park exit.
  4. Parking at Hambleton - the situation is under review.
  5. Problems with EMIS messaging system are ongoing
  6. Displaying Doctors Running Late on screen is not practical but staff members do give this information to patients.
  7. New chairs will be in place in the new building. Alison is to help with colour selection as this can help patients with memory problems.
  8. GP's specialisations to be published. New members of staff are being appointed so this suggestion will be implemented in May 2016.
  9. Transport options for patients who have difficulty getting to the Medical Centre are again ongoing. Posters for Community Transport Scheme are on display in the waiting room.
  10. Patient Information leaflets - Helen has been sourcing leaflets and putting them on display.
  11. Duty Doctor - improvements are ongoing; their role has changed with new system.
  12. Text reminders of appointments. Simone has attended meetings with EMIS User Group and has been supplied with a link so the problem should soon be solved.
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8. The officers were re-elected for a further term.
  9. There being no other business, Ian closed the meeting and wished everyone a Happy Christmas and New Year.
  10. The next meeting will be on 9<sup>th</sup> March 2016

