

PPG CORE GROUP MEETING. HAMBLETON SURGERY
WEDNESDAY 12TH NOVEMBER 2014 AT 2PM

PRESENT

Ian Gibson (chair) - Helen Roberts (sec.) - Joan Firth

Dr T. Marland and Mr John MacPhee (Practice Manager) joined the meeting at 3:15pm.

PATIENT SURVEY UPDATE

To date 175 surveys have been returned to the surgery; this is almost double the total amount from the previous year. Helen has more to return and hopes to target play groups etc., in order to get the views of young families.

John said that the initial response was encouraging. It was reported that some people had been confused by the question re receptionist giving advice when they couldn't give an appointment. This led on to a discussion re the centre at Fleetwood. It is felt that most people thought it was a "walk-in centre" when in fact it is a "same day centre", where an appointment is required. Helen asked if John could copy a leaflet that Joan provided explaining Patients' options. He agreed to do this.

PREESALL RECEPTION DESK PROCEDURES

Receptionist are not always wearing their name badges or giving their names when answering the phone. John will remind them of this.

Dr Marland explained that lines were being put on the carpet to try to ensure that queueing patients could not overhear conversations between the patient at the desk and the receptionist.

CARE QUALITY COMISSION REVIEW OF OWMC

Ian informed us that a visit is planned by the CQC. They will spend a day at the surgery evaluating the procedures and quality of the service provided. They will speak to patients and it is expected that they will be interviewing Ian as chairman of the PPG. Dr Marland added that more of the group may be consulted also.

SUMMARY CARE RECORDS

Patients can now access their Summary Care Records via the EMIS (Patient Access) web site. The OWMC practice is one of the first to make this option available. Joan pointed out that the information for opting out of the service was not clear on the forms provided.

CARERS' SUPPORT

Joan had been made aware of the comprehensive support services available from the Blackpool-based Carers Trust Fylde Coast Carers Centre. It was noted that this organisation does not cover the Over Wyre area. However, some similar services are provided Over Wyre by 'N-Compass'. *Note: since our meeting, Ian has made contact with*

N-Compass and a representative will attend the March 2015 Patient Forum meeting, to give an overview of their services.

EUROPEAN ANTIBIOTIC AWARENESS WEEK

Ian provided us with leaflets promoting this campaign, which seeks to help patients have a better understanding that antibiotics are not a cure-all for many medical problems and should be prescribed only when appropriate. Over-use and inappropriate prescribing leads to bacteria developing resistance to antibiotics, reducing their effectiveness, meaning even routine treatments and procedures will become increasingly dangerous. Dr Marland strongly endorsed this message.

ARE PHARMACIES READY FOR AN INFLUX OF QUERIES?

As part of the strategy to reduce unnecessary visits to A & E, the government is advising patients to visit their local pharmacy to get advice. Joan was concerned to know whether pharmacies have sufficient capacity (and private facilities) to provide this service. Helen said that she had used the Knott-End pharmacy for services such as blood pressure reading and prescription advice. They had always been helpful and did have a private room for consultations.

Dr. Marland added that pharmacists are well trained and receive a fee for such services and all have a private room.

PATIENT TRANSPORT

Progress in this project is proving difficult, as information on existing facilities is not well publicised. John was asked to verify that receptionists are recording the number of requests for taxi bookings, as previously arranged.

The CCG agrees that the situation is unacceptable and will try to assist.

Helen became aware of an existing Preston-based service and will forward the number to Ian.

A.O.B

It was confirmed that the officers of the PPG would be subject to re-election at the AGM. Helen asked if non-attending PPG members could be contacted and asked if they wanted to continue to be members and it was agreed that a carefully worded letter be sent. It was also agreed that two more members for the Core Group would be recruited to replace the members lost.

Ian asked if the Doctor-led Triage project was still on target for a New Year launch. Dr Marland said that plans were going forward - additional phone lines will be needed which may cause some delay.

John thanked the members for their efforts and commented that the group was much appreciated. John and Dr Marland were thanked for their attendance, Dr Marland especially as it was his day off.

The proposed date of the next meeting is 21st January 2015, subject to confirmation.

The meeting closed at 4.15pm.