

PATIENT FORUM at the Over Wyre Medical Centre

ANNUAL GENERAL MEETING AT OWMC - TUESDAY 9TH JANUARY 2018

PRESENT

Dr. C. Bolton, J. MacPhee (Practice Manager), E. Blundell (Nurse Practitioner), S. Harris (Office Manager), I. Gibson (PPG Chair), M. Worsley (Vice Chair), H. Roberts (Secretary) + 24 PPG members

1. INTRODUCTION

Ian welcomed everyone to the meeting and for the benefit of new members outlined the purpose of the PPG and the simple rules under which it operates.

2. GUEST SPEAKER

Dan Ainsworth from the NHS 111 service - which is delivered in our area by the North West Ambulance Service (NWAS) - explained the purpose and scope of the service, which covers 5,400 square miles with a population of over 7 million people. NWAS along with Urgent Care and Out Of Hours (OOH) partners is the largest provider of NHS 111 nationally, with over 1.4 million calls triaged each year.

The 111 service provides patients with an urgent, non-emergency helpline 24 hours a day, with patients being directed to the most appropriate help for their problem. Emergency calls should always be made to 999.

The service also refers on to wider health care facilities including 28 hospital trusts, over 52 Urgent Care Centres and 1,800 pharmacies, there is also a link with 3 NWAS operation centres.

Patients call for a wide range of reasons including, dental problems, abdominal pain, accidental poisoning, breathing problems etc., etc., and the service deals with 80% of GP out of hours calls.

Staff receive 6 weeks of extensive training and are regularly assessed to make sure the right information is given to patients. Any emergency calls received on 111 are transferred to the ambulance service. Other callers are given advice which can include self-care, or referral to GP or Walk-In centres - they can make appointments where needed.

A Directory of Services is kept up to date by each CCG, in order to ensure patients are directed to the service that best meets their needs.

Benefits of NHS 111 are, a reduction in demand for emergency care (A&E), improvement in demand and capacity management within urgent and primary care (111 is a crucial part of the urgent care system) – and, importantly, patients like the service.

Dan also commented on the negative newspaper coverage of the service, which does not represent the true story of 111.

Future plans include an online service in which patients will describe their symptoms and a trained person will ring them back and book them an appointment for appropriate treatment. A face to face consultation online is also being considered.

Ian thanked Dan for his talk and everyone agreed it had been most informative.

3 & 4. REVIEW AND ELECTION OF OFFICERS

Ian remarked that the building extension works had solved many of the previously identified patient wishes and needs and said that the group would need to look to new ways of supporting the health and healthcare of Over Wyre residents in 2018. He mentioned that our group now has over 60 members, which total includes those who participate by email, and Facebook members. He invited all members to feel free to submit their ideas and also asked if anyone could help in the recruitment of younger members, who are not currently well represented in the PPG.

Helen asked if members had any suggestions for holding advice sessions, she said that the carers' session had not been well attended. It was suggested that the understanding of the word "carer" be expanded to include people who may not see themselves as carers. It was also felt that the term 'carer' sometimes has negative connotations and it was thought that an alternative name could be advantageous.

A member asked if there was any help in place to assist people who found it difficult to use the booking in screens. John remarked that people can always check-in at the desk. It was pointed out that there are statutory requirements regarding accessibility. Simone will consider any suggestions.

John welcomed new members and said he was looking forward to a fruitful new year. The practice was very happy with the PPG and the concept of patients helping other patients. The officers i.e., Ian, Malcolm, and Helen were doing a good job and fitted well into the practice.

Ian had recently reminded all members that as required by the PPG Terms of Reference, an annual vote on the election of officers should take place and he had invited any PPG member to contact John MacPhee if they would like to put their name forward for any of the positions of Chair, Vice Chair, or Secretary. John said that no-one had made contact and he repeated the invitation at this point in the meeting. No-one responded and so John suggested that the current officials be re-elected. It was proposed by P. Warburton and seconded by A. Platt and the officers were unanimously voted in.

John hoped that some PPG members would become Health Champions, helping to promote healthy living within the practice - Margaret Forrest and Alison Harrison expressed an interest and Ian and John will follow up with them.

5. APOLOGIES

Apologies were received from: S. Farrington, S. Telford, K. Butler, C. Hughes, J. King, D. Bray, P. Clarkson and another lady member who left her name on the answering machine but the message was not clear.

6. MINUTES OF LAST MEETING

The minutes were taken as read, there was one matter arising - Mr. McClean said his name was not included in apologies. Helen apologised.

7. ONLINE PATIENT ACCESS

Ian reviewed again the new procedures to be introduced on 15 January for patients to order repeat prescriptions and emphasised that one of the easiest ways is to order online. He mentioned that it was important for people who do use computers to take advantage of online access, which can be done at any time of day or night, helps avoid errors and frees up practice staff to assist those who cannot use this method. It was pointed out that any patient who would like help to enrol could come into the practice on the afternoon of 10th January and be signed up to the service there and then.

8. PRESCRIPTIONS FOR OVER THE COUNTER MEDICINES

This item is being deferred to next meeting due to lack of time. Ian will email out the details for members to read.

9. EXTENDED GP ACCESS (EVENINGS AND WEEKENDS)

Everyone agreed that the provision for Over Wyre is totally unsuitable. Patients without transport could not go to Freckleton or Fleetwood.

Ian and Malcom have had meetings with the CCG to press our case and Malcom is also pursuing this with local MP Ben Wallace. Efforts will continue to work towards a better solution.

10. PRACTICE UPDATE

John reported that many staff were unwell with flu. In normal terms, the practice is well staffed with the equivalent of 6 full time GPs and also 3 Nurse Practitioners. There are not many practices in Fylde & Wyre that have such a large clinical team to look after the needs of their patient population. The practice provides an extensive Treatment Room Service for which they receive no funding or income. The practice also has a large team of HCAs who undertake a large number of blood samples each day. Other practices do not necessarily provide these services and in the majority of cases other practices send their patients to the wound care service at the Same Day Health Centre or send patients to the path lab for blood samples. Several staff have had babies and all are well. A self-referring physio

service will be coming into the centre soon.

Dr. Lynch will be retiring later in the year and the practice is planning to give him a great send off.

11. OPEN FORUM

There were questions about provision of a certain type of hearing aid battery and a missing footrest on the practice wheelchair - Simone will investigate both matters.

Ian gave a brief review of the recently launched new and unique local directory, named **FYi Directory**, which residents can use to find local health, social and community services and groups with the click of a button at <https://www.fyidirectory.co.uk/> or a quick phone call to 0800 092 2332.

There being no other business, Ian thanked everyone for attending and closed the meeting.

Date of next meeting - Wednesday 14th March 2018 – 6:30pm
