

Minutes of Patient Participation Group Meeting

Tuesday 9th July 2019

Present: Carol, Ann, Michelle, Dr Nicola Odwell, Karen

Apologies: Janette and Mel

Minutes from last meeting

The minutes of the last meeting were agreed.

Carer activity

We currently have 265 carers on our register. Our carer lead Della has left and we will appoint a new carer's lead once our new staff are in place. Before leaving Della had made contact with all the local schools. She had also made contact with the school nurses to encourage them to let us know about any young carers.

Friends and family review

In June we had 7 responses. All were extremely likely to recommend. However there were 2 negative comments which we can work with. One comment was that "appointments can be annoying". It's difficult to know what aspect of the appointments are annoying and no further feedback was given. The second comment was "most GP appointments offered on this are normally one week ahead, be good if there were shorter ones". We discussed the GP appointment system. All routine appointments are bookable both online and via the telephone. It may be true that it is often one week ahead before one of these is available. We also have appointments which open up at 10:00 a.m. the day before which can be booked by telephone. If these are not booked by mid afternoon they are moved to being bookable online. Our on-the-day emergency triage appointments are not bookable online. These go through reception so that we can ensure that it is only for matters which feel urgent to the patient or are medically urgent. The patient's comment also said "also nurse appointments online". It is true that there are restricted nurse appointments available online. It is only phlebotomy and flu vaccination appointments which are available online. The reason for this is that not all nurses can deal with all types of queries. For instance, some nurses have diabetes training but not asthma, and others have asthma training but not diabetes. If we put the appointments online there is a danger that the patients will book in with a nurse who cannot help them or they will book a single appointment when a longer appointment is required. It is the ambition of the practice to multi-skill our nurses so that they will be able to deal with all types of queries in the long run which will help us in making appointments bookable online.

Dr N Odwell

Dr Odwell joined the meeting after her emergency surgery. The PPG expressed their gratitude for her attending the meeting and advised how useful they find it to have the input from the doctors into their considerations.

Primary Care networks

We discussed the new primary care network with the other practice in Towcester and the 2 Brackley practices. We discussed the new healthcare professionals who will be employed through the primary care networks i.e clinical pharmacists and visiting paramedics.

Patient Access

The website which patients use to book online now has a section stating the additional help that pharmacists can offer.

New surgery

We discussed the expansion of Towcester and the practice plans to extend our surgery. We feel confident that we can attract more staff into clinical positions but we will need to extend the building to be able to accommodate them.

Newsletter

We will plan the Autumn newsletter at the September meeting. Ideas include flu vaccinations, pneumonia vaccinations, shingles vaccinations, keeping warm, the Warm Front home discount, preparing for bad weather such as having a meal in the freezer to heat up, keeping Paracetamol, painkillers, and lozenges in the house, the South Northants home cooking courses, checking heaters are in good working order and services available for home repairs.