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Patient Participation Group Meeting – 09.05.2018 Minutes

Attendees:

K.A
S.B
M.S
S.S
N.S
K.M
Charmi Rami (Practice Manager)
Dr Ravinder Kumar (GP)

Updates on Staff:

The surgery is care taking for another practice in the Area for the next few months, as mentioned this is temporary and we have not merged.

We welcome on our team Dr S P – a male GP who will be doing a few sessions a week and also we now have a female GP once a week

Our Pharmacist is now a prescribing clinician who can also prescribe for minor ailments as well as carry out chronic disease reviews.

Surgery Times Updates:

The surgery is now open Monday 8am to 8.15pm, Tuesday to Friday 8am to 6.30pm.

We are also open on Saturday's for Community Dermatology clinics and Community Ultrasound Clinics and Sunday we are open for Community Ultrasound Clinics.

The Community clinics are pre booked through referrals from the GP and we are only a Hub for these clinics.

Caretaking for Medical Centre

The Jolly Medical centre is caretaking for a surrounding practice for the next few months on a temporary basis. They are completely separate from our surgery but they are based in the same building as The Jolly Medical Centre.

New Clinicians:

Dr S P (Male GP) has now joined the team as a regular locum for Monday and Friday each week since January and he is also able to do joint injections for patients.

A Female GP has also joined the practice as a regular locum for Wednesdays since April.

A Prescriber/Clinician has joined the surgery from February for Pharmacist Acute and Chronic disease management. His clinics are every week Friday morning and alternate Thursday afternoon.

DNA Rates:

The surgery is still facing a high number of DNA appointments which is affecting the bookable appointments in the surgery. We have text reminders which are still going out to patients and we are encouraging staff to update patient contact numbers and patients also.

The referrals centre is also rejecting a high number of referral due to no response from the patient to book appointment and high number of DNA. This is a big challenge for the surgery and we hope to solve this issue by working together to improve and reduce our DNA rates.

In house Clinics/Hub:

The surgery is holding an in house BE WELL clinic on Fridays which holds a number of clinics for patients i.e. healthy eating, promoting positive mental health etc.

The Community Dermatology Clinics are held in the surgery on Tuesdays, Wednesdays, Fridays and Saturdays. These clinics are booked and managed by Community Outpatients only as they are only using the surgery to provide a location for the clinic to be held as a hub.

The Community Ultrasound clinic is held every Sunday and alternate Wednesday, Friday and Saturday. This clinic is also the same as Community Dermatology is the way it works as it is booked and managed by them not the surgery, we are only providing a location for the clinic.

The Surgery is also a Hub for the HIPC Team (High Impact Primary Care) which works with the community to provide additional help for patients and intense intervention and support for patients with complex health and social needs. Patients must be over 18 for this service.

It has been a success so far and we have received some great feedback about the services. This team includes a GP, Nurse, Social Worker, Pharmacist and Community Connectors.

Joint Injections:

The Practice is now able to give joint injection to our patients. Dr S P is doing this on Monday or Fridays every week and we are currently awaiting for approval from NHS England so the GP's can also start doing this soon.

Waste Management Project:

The surgery is piloting the project of waste management which means we are looking at prescription requests from the local pharmacies. This includes contacting small handful of patients regarding requests which have been received by the Pharmacy on the patient's behalf and monitoring whether the items requested are needed by the patient.

NHS England have so far saved £4,000 - £5,000 in less than eight weeks of starting the project with the surgery and we hope we can work together to carry on monitoring and saving.

We advised all the Local Pharmacies and Patients to only order items which are required by the patient.

Prescriptions:

As previously discussed in the meetings we are now EPS which means the prescriptions are automatically sent electronically to your nominated pharmacy. We are encouraging patients to use this system as it reduces loss of prescriptions and waste of prescriptions.

Patients and Pharmacies can order prescriptions via the surgery email online: NMCCG.jolly@nhs.net and any acute items must be ordered by patients directly to avoid waste of medication.

Next PPG meeting will be in 3 months' time.

MEETING ENDED

