

MINUTES OF THE PATIENT PARTICIPATION GROUP HELD ON THURSDAY 24th APRIL AT 9 A.M. AT THE NORTH SOMERCOTES SURGERY.

Present: Jim Mahaffy Ian Rowson Elaine Bonnett
Terry Clayton Dr G Parker Lorraine Green
Jackie Trueman Joan Page Sheila Pearce
Jane Caws Lorraine Dowlman
Richard Pettigrew Oonagh Quinn – Healthwatch.

Apologies received from Manjit Barnes who is a virtual member at the current time and also Bev Hrynkiw and Vicki Andrews who are on holiday.

Lynn Chapman took minutes of the meeting.

LG welcomed a new member, Jackie Trueman to the committee and thanked everyone else for their attendance.

LG also welcomed Oonagh Quinn from Healthwatch who attended the meeting to explain to the members about her role and exactly what Healthwatch was about. She explained that Healthwatch is an independent local organisation funded by the Department of Health which gives everyone a chance to “speak up” about health and social care services received. She said that they needed to know about the good and the bad stuff which goes on within the NHS. She explained that meetings were held regularly throughout the region and these were not “moaning sessions” they were informed meetings which involved speakers etc. LG to put a direct link from MMP website to healthwatchlincolnshire.co.uk. Oonagh left the members with copies of leaflets’ giving information about Healthwatch and instructions on various ways of how they could be contacted.

Minutes of the last meeting.

Waste drug boxes – LG asked JP to collect the boxes and liaise with LG regarding costing.

LG said that profiles of members were now on the website.

J Caws said that the Mindfulness group was going from strength to strength in raising awareness so as people with mental health problems didn’t feel troubled talking about such things.

Unavailable drugs – LG stated that certain drugs were unavailable and patients were having to have appointments for blood pressures reviews etc. which, was having an impact on appointment availability.

Waiting times – wipe boards have been purchased for each site to indicate the waiting times of all GPs. These will be fitted shortly but we are waiting before this is done as we need to ascertain where the cabling for the new TV will be situated.

Infection control notices – these are in place at both sites.

Drop-in clinics – LG stated that she does still want to proceed with this but with year end etc. and a heavy workload, it had not been possible. She will liaise in the next quarter to take this forward.

Chairs – New non-fabric chairs are in the process of being ordered. Also, for Governance purposes, the entire buildings at both sites will be reviewed so there could be some upheaval in coming months which may have a consequence of a shortage of rooms.

Clocks – Clocks are now situated in waiting rooms at both sites and also waste bins.

Patient Survey – LG said that this has now been emailed to all members.

Summary of Actions:-

New telephone system to be installed within the next 2 -3 weeks.

Confidentiality – suggested that a door be installed on the waiting room at North Somercotes so as the receptionists are not overheard when speaking to patients. LG stated that we would be looking at the bigger picture in the very near future and all buildings would be reviewed.

Opening times at Manby – LG stated that this would always be an ongoing issue but the same amount of appointments was available for the space available.

Pre-booked appointments – These are available 3 weeks ahead.

LSSR – (Lincolnshire Sustainable Services Review) – LG informed the members that LSSR were developing services in Lincolnshire and looking at different ways of working i.e. sharing paperwork/protocols and sharing staff etc. but this was still in the very early stages. We would be sharing with Binbrook and North Thoresby surgeries.

Quality Initiative – This is the first part of a new contract whereby over 75's are to have a named GP but with approximately 1600 patients, it will have implications. A letter will be sent out to all patients involved by the end of July.

The second part of the contract requests that we aim to stop 2% of our over 18 yr old high risk patients from hospital admission. This will be done via our local CCG who have developed a dashboard in order to score on out patient visits, admissions, chronic disease management data etc. and then 2% of these will be chosen. To be completed by September 2014.

The third part of the contract is a dedicated telephone number to GP's for ambulance service, Hospitals, A&E etc. and finally, Friends & Family Test. Would current patients recommend MMP to their friends and family?? Do they know that they can make appointments online? We need to be offering this service by the end of October 2014.

Update MMP – Dr G S Parker - Health & Safety and Infection Control are still on-going.

PBS will retire on Friday 1st August 2014. We are in the process of recruiting and have two potentials for interview next week and hopefully someone will be suitable otherwise we will have to go down the locum route which is very expensive to the practice.

Update Dispensary LG – as discussed earlier shortage of certain drugs is impacting on appointments. Dispensers are re-iterating the 48 hour ordering rule as they are now doing 17,000 items per month which means we cannot keep everything in stock. If items are not on repeat patients need a telephone consultation with a doctor for Governance purposes. It is getting busier and busier in dispensary with over 600 deliveries and 100 dosette boxes being prepared weekly so the 48 hour rule is extremely important.

Any Other Business.

MMP telephone over lunchtime – SP asked if telephones could be available over the lunchtime period as it was not always convenient to ring at any other time. LG said that receptionists needed that hour between 1 and 2 in order to have a break from the telephones and also to catch up with important things such as tasks, results, opening post etc. and therefore felt that being open from 8.00 – 6.30 p.m. was sufficient.

SP to liaise with LG regarding emergency planning issues for Parish Council.

MB – Thought that wipe boards were not a good idea because they could soon become out of date and receptionists too busy to update.

MB – Suggested having a sliding glass partition in reception to avoid being overheard.

JT – Came into surgery and took half an hour to complete the task of paying for a particular vaccination as the receptionist firstly did not know how much to charge, did not know the combination on the dispensary door to which she repeated out loud therefore, the patient knew and finally, did not know how to use the card payment machine. Agreed obviously a training issue and this would be addressed.

Number tags – Raised as an infection control issue – LG stated that these were cleaned between each surgery but it was agreed to install a hand sanitizer unit near to the tags for patients to use.

Next Meeting – Thursday 24th July 2014 at 9 a.m. at Manby Surgery.