

MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING HELD ON 24<sup>TH</sup> JULY 2014 AT MANBY SURGERY.

Present:        Dr G Parker                    Lorraine Green                    Elaine Bonnett  
                  Terry Clayton                    Jim Mahaffy                    Richard Pettigrew  
                  Pamela Wilson

Apologies received from:    Ian Rowson    Bev Hryniw    Jane Caws  
    Joan Page    Vicki Andrews    Sheila Pearce

Lynn Chapman took the minutes.

LG welcomed new member Pamela Wilson.

Minutes of the last meeting

LG stated that she was still keen to go ahead with the drug wastage campaign and would look to visiting schools during the Autumn in order to promote the campaign with a view to pupils doing posters etc.

Michael Flower, a trainee dispenser, is also working on the wastage campaign as part of his NVQ.

There are still some unavailable drugs.

Medication reviews are being done as a work in progress to tidy up medication.

Flood defences – LG was on holiday when the council meeting took place so was unaware of the outcome but would catch up with Sheila Pearce who is on the committee.

We now have a protocol for the card payment machine and all staff are aware of prices of vaccines, medicals etc.

Petition to save General Practice – A petition is available to sign at dispensary and reception areas entitled “Your GP Cares”. The environment in which GPs are striving to provide services is increasingly challenging. An increased demand on general practice caused by demographic changes, more complex health needs, and some care moving out of hospitals is all contributing to unsustainable pressures on the service. These inter-related factors are having a worrying impact on how care is delivered to patients. We as a general practice care about the current situation and want to work with patients and government to find solutions and provide a better service. The BMA is calling for long term, sustainable investment in GP services.

GSP informed the committee regarding the problems we had encountered with the new telephone system which we was currently being installed. BT had installed all new telephones at NS but when they went to Manby to install they found that they had the wrong telephones so everything had to be taken out and a further date negotiated. This is the second time problems have been encountered.

RP expressed his concern regarding the telephones as he had called recently and had to dial 40 times. LG informed committee members that there would be no options available therefore calls would not go round in a loop as they currently do. RP asked if whilst holding on the telephone for 20 minutes, would patients be charged? LG stated that yes patients would be charged but hopefully because calls are managed differently, this would reduce waiting times.

On-Call Doctor.

GSP spoke to members regarding the new on-call doctor system whereby if a patient requests an urgent appointment for that particular day, reception would put the patients name on the Doctors page as a telephone call and the Doctor would decide whether or not they needed to be seen. This system helps to address the number of DNA's.

The practice will be offering a limited amount of online telephone and Doctor appointments from October 2014.

Update on MMP

GSP stated that Dr Stanhope was retiring in August and a new Doctor was joining the Practice. Dr Naeem has worked in Skegness and Boston practices and is a full-time GP and it would be the first time we have been fully staffed for quite some time.

Dr Stanhope is returning to the practice in September to do a blood clinic one morning a week after having a very well earned rest. GSP stated that he is not retiring contrary to rumours.

At Risk Register (Unplanned admissions)

This is a new contract for GP's in order to stop hospital admissions whereby the practice is paid a one-off payment of £5 per patient. We have put together a business plan to do some upgrading to the premises which will take place during September which will include new chairs in waiting rooms, updated website, hearing loops, music in waiting room, etc. so please be prepared for some upheaval during this period. We need to re-educate patients in order to stop unplanned admissions by encouraging them to come to the GP rather than going to A&E. At risk patients need to be highlighted on a monthly basis and consent is needed from patient, who will by now have received a letter from the practice. Supported

patients as they are referred to, can contact the surgery and receive a telephone call or an appointment (whichever is appropriate) on the same day. Expectation for the future will be that GP's take more care of patients in order to avoid hospital admissions.

#### Flu Clinics 2014

Any help offered for the following clinics would be much appreciated.

Grimoldby & Manby Village Hall – Wednesday 8<sup>th</sup> October 9.30 – 3.00

North Somercotes Village Hall - Thursday 9<sup>th</sup> October 9.00 – 6.00

North Somercotes Village Hall - Thursday 16<sup>th</sup> October 9.00 – 1.00

#### Questionnaires

LG stated that we needed three ideas for feedback in this years' questionnaires.

Suggestions included wastage, medication reviews, patient to confirm appointment??

#### Drop-in Clinics

Volunteers' for drop-in clinics needed. LG said it would be a great idea to be able to feedback to patients what had been discussed at meetings and was a way to promote our PPG. It was suggested that we needed younger members to participate in meetings who could potentially join in the Easter, Summer and Xmas meetings during term closures as they are our future.

#### Any Other Business

RP asked if the Lancaster could be contacted to request overflow parking if necessary.

LG suggested a poster be put in the pub regarding PPG. PW to design an eye catching poster. LG to send details to PW.

PW suggested that the hand sanitizer be highlighted better as people tend to ignore on arrival at the surgery. Audit to be carried out.

#### Next Meeting.

Thursday 23<sup>rd</sup> October 2014 @ 9 a.m. at North Somercotes.

