

MINUTES OF THE PATIENT PARTICIPATION GROUP HELD ON 6<sup>TH</sup> NOVEMBER 2014 AT NORTH SOMERCOTES.

Present:       Lorraine Green       Jane Caws       Lorraine Dowlman  
                  Dr G S Parker        Elaine Bonnett   Richard Pettigrew  
                  Vicki Andrews       Bev Hrynkiw     Ian Rowson

Lynn Chapman took the minutes of the meeting.

Apologies received from: Sheila Pearce, Terry Claydon, Jim Mahaffy, Jackie Trueman and Pam Wilson. Joan Page has now moved out of the area.

LG stated that she would have figures available for the next meeting regarding wastage of medication from a cost point of view. **LG to action**

Vicki Andrews, Dispenser, informed members that there were problems sourcing certain creams i.e. Betnovate, Eumovate etc. as there were manufacturing problems. As a consequence, patients may be asked to take a script to the chemist. This is because of pricing structures and we often lose money on certain drugs i.e. Warfarin.

LG informed members that there had been a flood defence meeting in the village but due to work commitments, she had been unable to attend. Our contingency plan would be to relocate to Manby surgery.

Regarding the telephone system, there had been 3 attempts to install it. We are having to have a new connection at both sites and installation is obviously not going to happen this year but will keep you updated.

New appointment system – this system initially offers the caller a telephone consultation with a GP if it is urgent for that particular day. The Doctor decides whether he needs to see the patient and if so, if given an appointment time to attend. Otherwise the problem can be dealt with over the telephone. BH gave a brief overview of the appointment system and informed members that capacity at present was not particularly good. She informed members that there were usually between 100-200 tasks whereby GP's were requesting patients to book an appointment for various reasons and we were struggling to accommodate.

Paul Stanhope is now taking a blood clinic on a Monday morning at North Somercotes.

Dr Dalton has very kindly helped out in GSP's absence and done a wonderful job. Our thanks to Dr Dalton for this.

Questionnaires – LG to email members with suggestions.

Members were advised that new people had taken over the public house at Manby and apparently stopped people parking in the car park, especially during school times. The car park had, in the past, been used as an overflow car park during busy times at the surgery albeit without permission, therefore, LG to enquire but stated that it could be due to insurance purposes.

LG to do hand sanitizer audit.

TV screens – These had to be installed by October and to date are not yet operational. They will advertise posters currently posted on waiting room walls and other information available i.e. Over 75's clinic, flu clinics, Veterans etc. etc.

Over 75's clinic – We have a Health Care Support worker who holds weekly clinics for the over 75's and she can also do home visits if patients are not able to get into surgery. She will look at lifestyle, hobbies, can do bloods, but not flu vaccinations, and it is hoped to prevent unplanned admissions into hospital for which we have been paid £5/head. The revenue for this has refurbished rooms at Manby and NS which are now complete and thoroughly CQC compliant. We have also had new chairs in the waiting room at Manby and also in all consulting rooms at both sites.

Wellbeing – Jane Caws advised that this service is available for vulnerable adults who feel the need to talk to someone regarding their problems without feeling intimidated.

CQC – LG advised that we had not yet been visited by the CQC. The format for visits has now changed and we would be given 2 weeks' notice instead of 48 hours. CQC will come into the practice and talk to staff and patients. LG asked for a volunteer from the PPG group to act as a representative on behalf of the practice.

Update on MMP – Dr G S Parker.

GSP informed patients that service to patients was the most important thing to him and he feels that it reaches standard. He said that he was aware that certain areas do not meet CQC requirements including his office which is carpeted which is not allowed if certain procedures are being done within that room i.e. blood taking. He advised that we have now got a new disabled toilet installed at NS but work would be ongoing for the next 3 years and stated that we were trying our hardest to fix things. All doors now have to have locks. Notes need to be stored in a secure area and new cabinets etc. were on order. He stated that CQC were trying to give a star rating to medical practices but the BMA were trying to withhold this as they feel it is not giving a fair rating and it would also make staff feel like they had underachieved.

Patient Access – Patients are now able to book telephone and Doctor appointments online and this will be reviewed in a couple of months to check if we have got the balance right i.e. number of appointments, times, sites, days etc.

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Dispensers still under a lot of pressure therefore strict 48 hour rules apply. They are

processing in the region of 17,000 items per month and with reduced stock levels they do need the 48 hours so as the medication can be ordered in.

AOB

Sharps Bins – EB advised that during a recent conversation with ELDC they asked whether or not she had rung her GP regarding the disposal of sharps bins. JC said that this was standard telephone script for ELDC and LG stated that ELDC were still contracted to collect the used sharps bins and MMP would not accept them.

Change of medication – Notified of a change to medication which had caused some confusion. Patients needs to be notified of any changes to their medication.

Friends and Family Test – Would you recommend the practice to your friends and families??

A questionnaire will be online for you to answer at <https://www.surveymonkey.com/s/LNBJNYV>

Or complete the survey in paper form available at reception.