OLMC

Old Leake Medical Centre

**PATIENT PRACTICE GROUP (PPG) MEETING**

**11th March 2015**

The meeting opened at 2.00 pm.

Present: Mrs. J Lote, Mr. C Maddison, Mrs. N Evison, Mrs. S Martin, Mr. M Jaques, Mr. A Clark, Mr. G Chilton, Mrs. B Forth, Miss. P Smolenaars, Mr M. Caukwell and Miss. M Coy (Minute Taker)

1. Apologies

Apologies were received from Mrs. J Albon-Smith and Mr. S Maude.

2. Approval of Minutes of the Previous Meeting

The previous minutes of the meetings of the 14th of January 2015 were approved unamended.

3. Matters Arising

There were no matters arising.

4. Feedback from Patients (NE/JL)

Mrs. Evison explained that she had received feedback from patients who have been on the computer to book an appointment and there are no Doctor’s names on for four weeks.

Mrs. Evison also explained that there have been a couple of occasions where Doctors’ are forgetting to put prescriptions through. Mrs. Lote explained that sometimes if the patient is seen by a registrar, the prescriptions have to be checked by a partner. A message is sent by the Dispensers to the covering GP straight away when the prescription is received and the time it takes depends on how long it takes for the GP to reply.

Mr. Chilton informed the group that he had received feedback about prescriptions. He had received feedback that a patient had put their repeats in on the 26th of February and came to the surgery on the 5th of March to collect them at noon. The patient was told that it was too early to collect the prescription and should come back the next day despite the patient offering to sit and wait for the prescription. Mr. Chilton was told that the receptionist was very offhand with the patient. Mrs. Lote explained that Dispensary was running a bit behind and so the prescriptions were not ready. However, the patient should have been asked to sit and wait and not told to come back the next day.

Mrs. Forth told the group that she had been asked to see a GP in 1 to 2 weeks’ time and was told that there were no appointments for another month. Mrs. Forth explained that 4 of her friends had got an appointment with the GP she wanted in the same time period. She also explained that the receptionist was very offhand and arrogant. Mr. Maddison explained that we are looking at booking appointments about a month ahead for each GP. He explained that some appointments are released and he checks 2 weeks ahead on a Monday and will unblock some appointments but only if there are too many urgent appointments. Mr. Maddison explained that reception wouldn’t necessarily know about these appointments being released and if the patient has a white card then they will be seen in the amount of weeks specified on the card. Mrs. Lote also suggested that there is the option to book a phone call with a GP to discuss any results.

Mrs. Martin explained that she had received feedback that a patient had phoned for an appointment with any GP on the automated system and was told that the next available appointment would be in 17 days. Mrs. Martin wondered that if the patient spoke to a receptionist, would the reply be different. Mr. Maddison and Mrs. Lote explained that all doctors are on the automated machine and so the reply would be the same from the receptionists. Mrs. Martin suggested that perhaps some patients feel stuck as they may feel that they need an urgent appointment as they can’t wait 17 days for a routine.

Mrs. Lote went on to explain that we had received feedback that it takes too long to get an appointment and that prescriptions take too long. The group felt that the time for prescriptions is reasonable and Mr. Clark wondered if we could advertise why it takes 5 days for a prescription to be done. Mrs Lote and Mrs Evison mentioned that it had all been explained before and had been included in the patient survey. Mrs. Lote informed the group that the practice had also received feedback that the staff and GP’s are very polite and friendly.

5. Staffing Update (JL)

Mrs. Lote informed the group that Dr. Choudhury will be leaving the practice on the 13th of March. Dr. Naeem will be joining the practice on the 30th of March as a replacement and he is a fully qualified GP. The practice is currently unsure as to whether Dr. Naeem will be able to do joint injections. Mrs. H Daubney retires on the 27th of March and as of yet, there is no replacement. Mrs. Chambers, the practice manager has also left the practice. Rachel Bell will be starting as the new practice manager on the 30th of March and she was the deputy manager at Marisco and has been on a year’s secondment to the CCG.

6. Patient Survery Action Plan Update (JL)

Mrs. Lote explained that Mrs. Chambers had acted on the patient survey. The noisy toys have been removed from the waiting room and have been replaced with quiet toys. Also the registrars are now on SystmOnline and on patient partner.

7. Patient Identity Fraud and Prescriptions (JL)

Mrs. Lote explained that as of yet we have received no feedback regarding this issue. Patient’s will need ID if collecting any of the medications on the list in Reception. The group queried what would happen when someone is collecting prescriptions for another patient. Mrs. Lote explained that some form of ID would be required if collecting any of the medications on the list in Reception whether they are collecting these medications for their selves or for another person. Mrs. Lote explained that some form of ID would be required to try and help protect the patient’s. The group felt that this was a good idea.

8. Evening Educational Event – 23rd March – “Cancer Screening Programmes”

Everything is in place for the next educational evening. The evening will focus mainly on breast cancer but will touch on the other types too. The PPG will be meeting earlier to arrange teas and coffees.

9. Any Other Business

Mrs. Evison provided the group with feedback from the CCG (Clinical Commissioning Group) Patient Council. Mrs. Evison attended on the 4th of March from 1:30 until 4:00. The meeting was really setting up the terms and conditions, membership, venues and frequency. At the meeting it was discussed that there will ideally be a representative from within the practice and PPG. There will be 3 meetings annually at Woodhall and the CCG would like to see 1 or 2 GP’s there who can be different at every meeting. Ideally the same member from the PPG will attend all 3 meetings that year and there was around half representation from PPG meetings and the meeting organisers are trying to push this. At the meeting, a new self-help app was discussed that will be free to try and help people with medical enquiries. This will hopefully relieve some of the pressure on A&E and the Out of Hours Service. The only query is how to raise awareness of this application for people who do not have access to a computer. The date of the next meeting is currently unknown.

Mrs. Evison also informed the group that the Standard Reporting Template that Mrs. Chambers normally does has had the information from the PPG added and this has now been sent.

Mr. Clark informed the group that he had heard on the radio that there was a decision being made to withdraw funding for certain types of hearing aid. Mr. Clark wondered if this would affect our patients. This is currently unknown.

Mr. Maddison explained that he has been talking to Bell’s Nursery about the hedging to go along the front of the building. This has to be ordered as it is around 80 feet in length required. The practice will need to ring around 2 weeks before to decide what type of hedging is required.

Mr. Maddison explained that the practice has had to reduce the cost of advertising on the display screens in the waiting rooms. Currently the price is set at £100 plus VAT per year. However, social media is becoming a more preferable option for businesses and so the practice has looked at reducing the price to £75. It was suggested by one of the members that the practice could offer discount to businesses that support the Christmas quiz but it was agreed that the practice will try reducing the price first.

10. Date of the next meeting

It was agreed that the date of the next meeting will be on the 13th of May 2015 at 2:00pm.

The meeting closed at 2:48pm.