

# **HOPE FAMILY MEDICAL CENTRE**

## **PPG Meeting held Monday 15<sup>th</sup> July 2019**

**Present:** HJ, WP, BR, DH, SP, PC and KS

**Apologies:** NV, EO'R, JG, GH and SJ.

### **Minutes of the last meeting**

HJ welcomed everyone to the meeting. The minutes of the last meeting were reviewed. KS noted that her apologies had been omitted from the minutes. Action: HJ to make the amendment.

### **Matters Arising**

#### **Telephone Clinic**

The new telephone clinic format of a patient ringing in at 8am and being booked for a call from the GP at between 11am and 1pm is working well. Patients are advised that they will receive a 5 minute call from the GP between 11am and 1pm to their preferred telephone number. Patients like the new system as it means they do not have to wait on the phone line for what may have been up to an hour. It also means that having failed to get an appointment by ringing at 8am they are not then required to try their luck again at 11.30am.

GPs prefer the new system as they feel less pressured to rush calls in the knowledge that other patients are waiting on the line. They also have an outline of what a patient is being called for as they will have been triaged at the point of booking.

If a GP does not get an answer at the first time of calling they will ring back later. It must be stressed though that patients do have a responsibility to make themselves available to take a call from the GP between 11 and 1 as the GP is unable to continue to try and contact them later in the day.

#### **Service Leaflet**

Following on from the suggestion by EO'R, the guidance that the receptionists use to triage patients has now been presented within a leaflet and is available. It highlights the various NHS service that are available as an alternative to seeing a GP.

#### **System Migration**

It has been confirmed that our system migration has been postponed yet again and will now take place in February 2020. This is helpful as it hopefully means we will be getting the fully updated system in one transfer, rather than us having only half of it as was originally the plan. It will also ensure our Flu season will be unaffected and hopefully a mild winter will not cause too much extra demand on the service.

### **Practice Update**

#### **New equipment for the reception area**

The surgery has been bequeathed an amount of money which is going to be used to purchase some new equipment.

We are looking to purchase a blood pressure machine and scales for the reception area which will allow patients to test and weigh themselves. This information can then be passed to reception and added to the patient's record. The self-service principle promotes self-care and allows clinicians to request a patient to test themselves before/after a consultation enabling them to focus on other things during the appointment time.

We are also looking to purchase a dermatoscope which is used for the examination of skin lesions. Our new Dr, Dr Blundell, is trained in its use and hopes that it will be an advantage to have.

### New Advanced Nurse Practitioner (ANP) for Care Homes

We have been informed that Geraint Jones will begin his role as ANP for Care homes on the 5<sup>th</sup> August. He will be working with Anona our current ANP for care homes to provide more capacity for this valuable service. It has been noticed more this last 2 weeks as Anona has been off sick. This service is funded by the South Flintshire cluster of GP practices and has proved to be an extremely beneficial service. It is hoped that this pilot will be adopted by the Local Health Board (LHB) going forward as it supports GP practices, prevents hospital admissions and is an excellent training route for nurses wishing to progress to become an ANP.

If the LHB were to take over the funding of this service it would then allow the cluster to look at piloting another service such as a chronic disease nurse for housebound patients. A service that was funded by the LHB a few years ago but is now gone and creating an issue for GP surgeries.

### Bereavement Cards

Following on from some research carried out by Dr Parry-James, the surgery is now sending out bereavement cards to the families of our patients who have passed away. It was shown that whilst, in an ideal situation, a personal visit would be nice, people appreciate the lack of capacity within a surgery and therefore a note of condolence offering help, if needed, would be a nice thing to do. We will even be sending them to care homes as they have often known these patients for some time.

It was suggested that it would be useful if we could provide details of bereavement services along with the card so that people had them to access if they felt it was needed. **Action:** HJ to develop.

### Any Other Business

#### Social Media comments re the surgery

It seems more negative comments about the practice have been appearing on social media over the last week. People reading these comments have no background to the comment of, for example, not able to get an appointment. We have had a nurse off sick for a few weeks and one day last week we had a Dr off sick too. We simply cannot get a replacement for these members of staff at short notice. Locum staff have to be booked weeks in advance. We continually strive to make the most efficient use of appointments by signposting patients to appropriate alternative services, however, due to patient choice, we cannot refuse to see a patient.

If any patient is found to be posting negative comments they will be reviewed and if necessary we will move to have them removed from our list as a surgery in Wrexham has successfully done.

#### Vaccinations

DH asked for clarification on the vaccines available for patients:

Shingles – This vaccine is available all year round for anyone between the ages of 70 and 80.

Pneumonia – Available for anyone over the age of 65 and usually given with the flu vaccine

Flu – The usual criteria applies this year and we will be holding flu clinics in September and October. Community Pharmacies will also be supporting the flu campaign and we are hoping to work with them to target those patients who don't visit the surgery often, but visit the pharmacy to collect routine medicines.

It was noted that the new Superdrug store in Broughton Retail Park is offering travel, flu, pneumonia and shingles vaccinations.

#### Local Health Board

Following on from the topic about how much money is being wasted by NHS Wales due to the delays in the migration to the new computer systems the conversation moved to wastage in the Health Board.

There seems to be no overall management of processes within the Health Board which, if aligned, could generate savings of time and money. We currently receive letters from consultants via 2 routes, some specialties send them electronically whilst others continue with paper correspondence. Electronic letters are received the day they are written and save money on paper, envelopes, the secretary's time to fold them, the post room's time to sort them and the delivery van driver's time to deliver them. Not to mention our time to open them, unfold, scan them and dispose

of the envelopes. Electronic letters also minimise the chances of them being sent to the wrong surgery if put in the wrong post bag.

There also seems to be no set format for the layout of letters, with different layouts and fonts being used by different secretaries. This makes the reading of letters harder. A standard layout with any required actions highlighted at the beginning of the letter, and not hidden within the main text, would simplify things and also make it safer as actions can easily be identified and acted on much quicker.

This is a particular issue for GP surgeries as we have to have one standard referral form for all the specialties and standard forms for other services. Yet, they are permitted to send us letters in all sorts of formats.

We are trying to progress a change via our Primary Care Assistant Medical Director Dr Jim McGuigan

**Date of the next meeting**

Tuesday 17<sup>th</sup> September 2019 at 7.00pm