

HOPE FAMILY MEDICAL CENTRE

PPG Meeting held Thursday 16th May 2019

Present: Helen Jones (HJ), Norman Venner (NV), Eileen O'Reilly (EO'R), Jane Goode (JG), Wendy Pickstock (WP), Barry Robertson (BR) and Allan Parry (AP).

Apologies: Elaine Oldham (EO), David Knowles (DK), Shelley Price (SP), Gladys Healey (GH), David Healey (DH) and Sally Jones (SJ).

Minutes of the last meeting

HJ welcomed everyone to the meeting. The minutes of the last meeting were reviewed.

Matters Arising

New Receptionist

A lady called Donna has been appointed as the new receptionist. She started here just after Easter and has settled in well. She has some Dispensary experience and it is hoped she will be able to provide the dispensary team with some extra support over the coming months.

Practice Update

Telephone Clinic

At present, we are trialling a new type of telephone clinic at 11.30am. The old format of a patient ringing in at 11.30, being booked and have to wait to speak to a Dr has stopped.

Instead all triage will take place at 8am. New guidance has been provided to assist staff answering calls at that time to identify the most appropriate way to assist a patient. If it is appropriate for a telephone call that day then they can be booked into the telephone clinic and advised that a GP will ring between 11.30 and 12.30.

Notices have gone up in reception to inform patients, it is also on the TV screen and on the web page. The telephone message has been changed but only if they attempt to select option 2 at 11.30. The main message still has the option as we need to evaluate the new method in the coming weeks and then if it becomes the norm we will change the main message.

E O'R suggested publicising the guidance that the receptionist use to triage patients so that patients could perhaps do some triage themselves and it may educate them to use appropriate alternative services. **Action:** HJ to look at developing a leaflet.

AP asked if the music that plays whilst waiting in a queue could be altered to something more soothing. **Action:** HJ to look into this.

Phased release of appointments

In order to try and make more appointments available we are trialling a phased release of appointments so that they are not all released at once. Again, this will be evaluated on its effectiveness.

System Migration

It has been confirmed that our system migration has been postponed and will now take place in October. Whilst 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 does cause additional issues. We had asked staff not to take leave in August and many decided to take it in October instead so staffing will be difficult.

October is also flu season and a busy time for us, so although it is only May, we have begun our flu planning and hopefully we can get the care homes, housebound and our two Saturday clinics completed before the migration. This will enable staff to update the system in the way that they are

accustomed to. Communication from Vision has been extremely poor but HJ is meeting with their representative next week to confirm details.

GP Recruitment

We are pleased to announce that Dr Rosaline Blundell will be joining us as the new Practice Partner on the 12th August. Dr Blundell currently lives and works in Chester and is very much looking forward to joining us. She brings a wealth of clinical experience with her and her hobbies are camping, running, listening to music and playing the clarinet. Dr Bottomley leaves on the 28th June. We have booked some locum provision for the six week period.



Boundaries /Registrations

As the number of new registrations we receive increases we are being forced to become stricter with our policy of not registering patients who fall outside of our boundary (a 3 mile radius of the practice).

There are numerous reasons for the increase including new houses, increased numbers of patients in care homes, neighbouring practices informing they are not taking on new patients and in the case of the closure of a surgery in Mold, we are having a number of patients transferred to us on order of the LHB.

We now check all postcodes of new registrations on the periphery of our boundary and if they are over 3m we will reject them. It is often the fact that there are a number of other surgeries closer to them but positive feedback and recommendations often leads people to want to register with us.

Any Other Business

Social Media comments re the surgery

Concerns have been raised by staff about the negative comments about the practice that have been appearing on social media. People reading these comments have no background to the comment of, for example, not able to get an appointment. In some cases patients are offered appointments but because we cannot offer one with the person of their choice of at a time that they want, they become unhappy. 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.

As you may have seen in the press recently, GPs all over the country are all under increasing pressures as the numbers of patients rise and the number of GPs fall. We are always very careful to protect our GPs by limiting the number of appointments we offer to ensure safety.

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.

Prostrate testing

NV wished to promote the free prostrate testing that is being funded by the Freemasons in Caergwrle and being held in the lodge building in Caergwrle (the old chapel opposite the car park) on Sunday 23rd June between 10.00am and 2.00pm. The test is completely free and is offered to all males over the age of 40 within about a 2 mile radius of Caergwrle. Booking for the event can be done by emailing morgantudor6898@gmail.com or by texting **07894 684913** Test results will be sent back to the patient. HJ advised that the surgery fully supports this excellent opportunity and advised that it would be helpful for men to pass these results onto their GP surgery so that they can be added to their medical records and therefore act as a baseline figure for the future.

Last minute cancellations

EO'R asked that if a patient cancels an appointment shortly before it is due, due to the fact they are too unwell, would there be an opportunity to speak to the GP on the telephone instead. HJ said that yes, if it was a last minute cancellation it could be changed to a telephone consultation as this is preferable to not being able to rebook another patient into that time slot.

Date of the next meeting

Monday 15th July 2019 at 7.00pm