

HOPE FAMILY MEDICAL CENTRE

PPG Meeting held Tuesday 25th July 2017

Present: JC, HJ, SP, MG, KT, EO'R, KS, JG, JT, TC and WP.

Apologies: NV

Minutes of the last meeting

The minutes of the last meeting were reviewed. There were no outstanding matters which were not due to be covered by the standing agenda items.

Practice Update

JC will be retiring on Friday 28th July. HJ his predecessor introduced herself and the Group introduced themselves to HJ.

JC confirmed that there are now 3 long term locums in place to cover Dr Wiggs who is likely to be off until into the New Year.

The Practice is being asked to promote My Health Online and get more patients signed up to using online services. It is part of the enhanced services this year. HJ advised that there are three areas:

Repeat Prescription: - Patients can reorder all their repeat medications. The request comes through electronically so cutting down on paper.

Patient Summary: - Patients can view their Core Summary Care Record (Allergies and Medications).

Booking Appointments: - The surgery can designate some appointments which can be booked using My Health Online.

The Practice is looking to offer online appointments in the near future. Concerns were raised about how a patient will be triaged as they are now when ringing the surgery. HJ confirmed that this can partly be controlled by the type of appointments, the number of appointments released and by carrying out audits to establish inappropriate use.

One of the big drivers for offering online appointments is to try and stop the queuing of patients at 8am. The Group agreed that this was not a fair system. HJ confirmed that in her last Practice they were successful in stopping the queues with the primary reason being equity of access for all. The Group supported the decision to stop patients queuing at 8am.

The Group queried the queuing system of the telephones. JC explained that there are only 4 lines coming into the practice and so this limits the number of people that can be in the queue. The Practice is in consultation with the telephone providers to look at how we can maximise efficiency within the system. Other lines could be installed but this would be at an increased cost to the surgery.

An Advanced Physiotherapy Practitioner will be holding a weekly clinic in the Practice from 26.07.17. They will be able to see a range of conditions relating to musculoskeletal. They are able to prescribe, refer, signpost and administer joint injections. They will not provide physiotherapy but will refer into that service if appropriate.

The Group queried the purpose of the skin clinic believing that it included consultations about moles. JC confirmed that the primary purpose of the clinic is to deal with warts, skin tags and minor skin issues such as eczema. Due to the complexity of moles, patients are signposted to book an appointment with a GP or Advanced Nurse Practitioner if they wish to discuss a mole. The Group agreed that clarity on what services are offered by the Practice needs to be communicated to patients.

Action: HJ to develop this further.

The Group queried the provision of well man/woman clinic and how patients could be screened routinely for cholesterol/BP in the absence of these types of clinics. SP confirmed that Pharmacies can provide these services and if there are any patient concerns they can speak to their GP who will arrange the necessary tests.

Group Activities

The Group reviewed the information leaflet kindly developed by (EO'R). The Group agreed that the Practice needs to promote the services it offers more so that patients can choose, or be directed to, the most appropriate service for their needs. The leaflet will be slightly updated given the change in Practice Manager and the addition of the Advanced Physio Practitioner and then it can be sent for inclusion in the next newsletter. The final version will be emailed to Group members so that it can be included into other local publications that members may have connections with. The leaflet can easily be transformed into a poster type publication so if any members feel they know of somewhere where it can be displayed HJ will arrange for a poster to be created.

HJ confirmed that the use of the TV screen in reception and its content is to be reviewed following her attendance at a training session on the 16th August. The aim is to ensure that messages are clear and relevant. HJ stated that the Practice will be developing information in a variety of formats (electronic, paper, social media) to enable patients more opportunities to see it.

The Group agreed that patients and the Practice are not using the check-in screen to its full potential. Patients may feel reluctant to use due to lack of knowledge, or fear of getting it wrong. It was agreed that assistance in helping patients to use the screen may encourage more people to use it. HJ suggested that support from peers would be more effective than from staff. The Group agreed and offered their services in assisting with this.

Action: HJ to send out an email asking for volunteers to assist, particularly at busy times.

The Practice also needs to utilise the check-in screen more. SP stated that Llay surgery uses it to enable patients to update their personal details.

Action: HJ to look into applying this function to the screen

Any Other Business

The Group agreed that the Patient calling system is too quiet.

Action: HJ to look into increasing the volume

The Group enquired as to the proposed new pharmacy on the Willow. JC confirmed that the planning application is still under consideration and that the Practice has submitted its objections. The Group raised concerns about the extra traffic, reduced parking and the proposal

that it may be a methadone centre which would be situated next to a children's play area and across from a primary school.

The Group wished to send flowers to Dr Wiggs, a collection was made

Action: SP to arrange for flowers to be sent to Dr Wiggs on behalf of those present

The Group offered their thanks and best wishes to JC on his upcoming retirement. Thanks were also extended to SP and MG for the light refreshments and cake provided for the meeting.

Date of the next meeting

Wednesday 18th October 2017 at 7.00pm