

Minutes of Patient Participation Group

Held on Wednesday 15th July
2015

In

The Training Room

Apologies

Sandra Bridge
Jean Crossley
Janice Bather

Janet Cole
Gertrude Elphee
Joan Bramley

Margaret Breeds
Lynda Hewitt

Attending

Dr E Fordham
Michael Burdett
Patricia Chambers
Enid Morris
Pamela Smiley

Julie Rutter (chair)
Pam Wright
George Morris
Joan Graham
Martin Liddle

Jo Hunter (minutes)
Pat Gregory
Susan Waitt
Gayner Hibbert

The Minutes of April meeting were accepted as a true record

1 Item 3 – Appointment Availability – Mr George Morris

Mr George Morris recounted his experience of the 14th May 2015 when he tried to book a future routine appointment. He was informed that the only appointment was during evening surgery in one months' time, this appointment was unsuitable because he was out of the area. Mr Morris was informed that no other appointment was available and he should ring the following morning when appointments would be released to book. Mr Morris suggested:

- Suggesting calling back at 8.00am the next day puts more stress on the reception team at a busy time blocking the system more.
- Evening slots should be kept for those unable to attend during the daytime and not offered when nothing else is available.
- Those patients who attended appointments and worked well with the surgery should be able to book appointments over those who repeatedly miss appointments.
- Patients requesting a routine appointment sometime in the future should not leave the phone call without an appointment booked.
- The practice should look into offering appointments way ahead not just one month.

Julie Rutter responded to the points raised and explained that at the time of Mr Morris's call appointments were at a premium after bank holidays and GP holidays.

- Evening appointments are saved in preference for those working but often remained unbooked and so offered to callers.
- GP rota's cannot be put on the system more than 4 weeks ahead of date as any further ahead may have to be changed as GP's are often called from surgery for meetings etc.
- Reception staff are asked NOT to suggest calling back the next morning as a general rule.

Appointments in general were discussed. Julie Rutter informed the meeting that locum GP's were being employed on a regular basis to lessen the load and help with appointment availability.

Dr Fordham informed the meeting that Dr Joanne Stewart would be joining the practice from September as a salaried GP alongside Dr Rupert White.

Mr Martin Liddle suggested perhaps a time and date could be offered to patients and allocated to a GP at a later date once the rota was on the system

Julie Rutter noted that the concerns and points raised from the meeting would be discussed at a future meeting within the practice.

2 Item 4 – Free health Checks (from Derbyshire Times article)

The item in the Derbyshire Times had been brought to Julie's attention. She informed the meeting that for the past number of years the practice has offered health checks to 40-74 year old patients. These checks are available to patients who have no other chronic disease. Julie Rutter presented a PowerPoint outlining what was offered at the appointments and showed a slide containing figures from practices within the area showing the numbers of patients invited and attending health checks over the past years.

Pat Wright mentioned the Heart Check Day at the Proact Stadium which offered appointments for 14 – 35 year olds; this had taken place and had been a fully booked charity funded day.

3 Item 5 – Village Market

Although the weather was against it all agreed the day was a huge success.

£241 was raised with a final total of £573.64 raised after sales of left over cakes on the following Monday. Dr Fordham's daughter also raised £60 from a recent cake sale. The practice is looking into the possibility of having a coffee and cake morning for McMillan in September.

4 Item 6 – Air pollution in Brimington

The air quality in the centre of Brimington (Church Street) has proved, after a survey, to be higher in pollutants than the levels set by Europe. A survey has been carried out within the area gathering thoughts on the problem and possible solutions.

5 Item 7 – Surgery Update

Dr Torkington will be reducing his working days from 4 to 3 (8 sessions to 6 sessions) from September. Dr Joanne Stewart will be joining the practice in September.

AOB

Pharmacy Issues

The Pharmacist was due to attend the surgery but unfortunately could not get on the night. Julie Rutter and Dr Torkington met with the Pharmacist. The Pharmacy has been bought out by a small chain of Pharmacies resulting in a new computer system being installed and a new Pharmacy code needing to be used. This has resulted in the Pharmacy struggling to

meet the demands of the numbers of prescriptions to be processed. The Surgery processes are working well and the Practice is working with the Pharmacy to try and help wherever it can whilst the takeover goes through and to ensure that patients receive their medication.

All agreed it would be good to meet Mark, the Pharmacist, at a future PPG meeting.

Locality PPG

Joan Bramley reported having attended the recent meeting. Items discussed were:-

- Wifi access in surgery, the Practice does have Wifi but this is only available through an encrypted lap top.
- Paperwork was provided on "What is Primary Care and who does what"
- A report was issued on "What makes a good patient experience"
- Holywell issues were discussed and the temporary running of the Holywell Practice by The Royal Hospital until Spring.
- A PPG newsletter is offered in some practices.
- The Electronic Prescribing Service was reported as having problems.
- A change in opening times at a local practice had occurred, the PPG had not been consulted so had complained about this and the previous opening hours had been reinstated.

Flu Clinic 2015

Dates were being considered, the event would be held at the Methodist Church again. A suggestion was made that the PPG might like to put up a display.

Julie reported that the recent questionnaire forwarded to PPG members had had a good response.

A discussion was held on the possibility of a local community booklet being produced. Pamela Smiley, a new member of the Practice and the PPG, offered to put feelers out in the area regarding this as she had previous publishing experience.

Meeting closed at 7.30pm

Next meeting Wednesday 21st October - 1pm at the surgery.