

THE BURNS PRACTICE

PATIENT PARTICIPATION GROUP MEETING

TUESDAY 3 SEPTEMBER 2019 AT 12.30 P.M. AT CANTLEY

Practice Members present:

Dr S Park – GP Partner
Natalie Greenough – Assistant Practice Manager
Diane Flint – Secretary

PPG Members present:

Paul Wilson - Chair
Jon Finegold – Vice Chair
Roni Chapman
Lynn Hardy
Patricia Preece

Apologies:

Barbara Bell
Gwenyth Derry

New Members:

Jill Hughesman
Julie Morgan
Geoffrey Payne

Welcome and Introductions

Paul welcomed everyone to the meeting and thanked them for being able to attend. As we had new members attending introductions were made.

Minutes of the Last Meeting

The minutes were passed as a true record and are therefore to be published on the practice website. There were no matters arising from the previous meeting.

Before starting the meeting Paul passed on the sad news that a former group member, John Plant, had recently passed away.

Agenda Items

Happy to Help Session Updates

Paul gave an overview of what the sessions involve at each Practice site and how they try to encourage new PPG members. The feedback given from patients is almost always positive. Group members try to get patients to comment on how they feel the Practice can be improved. One of the regular complaints is the parking at the Albion Place site. Unfortunately, as the building is listed there is nothing that can be done to make the car park any bigger. Another complaint is that of non-disabled drivers parking in the disabled bays. Again, there is nothing that can be done to stop this. We need our patients to suggest ways that things can be changed to offer a wider service. The PPG has already been involved in a number of improvements made to the practice:

Improved signage inside and outside of the Practice buildings
A better telephone system
Improved privacy at reception

Better seating at both Practice sites

It was mentioned that some patients have said that they struggle to get to appointments in upstairs consulting rooms at Albion Place. Dr Park advised that we do have a stair lift that patients can use but if this proves difficult the GP is happy to see them in a downstairs consulting room.

Paul has also noticed some patients walking out due to surgeries running late. Dr Park advised that reception staff know that they need to make patients aware if a GP surgery or nurse clinic is running late and that they try to do so as their work load permits. Dr Park also explained that there had been some teething problems with the recall screen at Albion Place but they are now working properly. The GPs will always try to see patients even if they are running late.

Overall patients feel that our GPs and nurses always listen to them and they do not feel rushed during consultations. Dr Park feels that it is false economy to limit patients to only 1 question per each appointment.

Jon wondered if they should put something in the newsletter advising patients to pick the correct health professional for their complaint. He was advised that there is information on our website. Jill said that if she is unsure who she needs to see she gets advice from the on-call GP. Dr Park said it is always useful if a patient can give basic information about why they need an appointment because if they just say it is personal it prevents correct GP triage.

Lynn asked if it would be possible to send an e-mail regarding change of prescription as advised by a consultant rather than take up an appointment. Dr Park said it is possible but if they had not received a letter from the consultant/hospital advising this then it would be necessary to make an appointment.

It was decided that the Happy to Help sessions should continue. The new members can do a session with an existing member until they are confident enough to do one on their own. It was thought that the flu clinics would be a good time for group members to come to the Practice. Natalie issued a printout of the flu clinic dates so members can decide which is most convenient for them. Jon said he would do a session at Albion Place on 12 October 2019 and Paul said he would do a session at Cantley on 26 October 2019 with Julie. Lynn said she would attend the flu clinic on 28 October 2019.

Proposed Activities

Walking Club – these will take place once a month and be around the local area i.e Cantley Park or Town Fields. The Happy to Help sessions would be useful to gauge how successful the walks would be. The club will be advertised in both practice sites. Patients will be able to bring someone for company even if they are not registered at the Practice. It was thought that the group would be useful for some of the young mums who attend our Monday meetings. It was decided that the walks would need to be on set days each month (avoiding Wednesdays due to the Practice training sessions).

Cantley garden – Jon explained the idea to the new group members. It is felt that the garden will evolve depending on which patients want to care for it. This will be discussed in more detail at the next meeting as Barbara is keen to be involved.

Defibrillator Update

Jon gave an overview of what has been achieved so far. The new owner of the DIY shop at Cantley is happy for it to be sited on the shop. St. Leger Homes need to agree to it and

provide some funds. We have a defibrillator on offer in principle from Weldricks pharmacy. Funding still needs to be sourced as money is needed for accessories and a cabinet. It is proposed that training on how to use the defibrillator will be given by the Practice and the Air Ambulance.

PPG Networking

Jon regularly attends the network meetings. He told the group that members of different practices are being linked to share resources which is most cost-effective. There is also discussion around PPGs joining together to form a super PPG to share information. Jon advised that there are lots of groups in Doncaster that do the same thing and offer very similar services and the network is trying to bring them together to streamline them. He handed out a Health Watch leaflet to group members today.

Newsletter

It is proposed that the next newsletter will be issued later in the autumn. Information regarding flu vaccinations has to be in it as well as basic advice around keeping well in winter. It was also proposed that information about over the counter medications should be promoted. A staff update will be included. Patricia said that she would like to share some healthy eating meal choices in the newsletter. She will e-mail the information to Natalie.

Firefly

This will be discussed in more detail at the next meeting once Paul has more information. It is known that they are a voluntary group.

Any Other Business

Brexit and medications – Julie asked if the Practice knew of any potential medication supply difficulties after Brexit. Dr Park advised that he felt there may be some initial difficulties but that if there were alternatives to be prescribed then that is what would happen. If there were no alternatives patients would be given advice on what to do. They would also be given advice from their consultants in secondary care. We are unable to put any information on the Practice website about this as the situation is constantly changing. We cannot allow patients to stockpile medications. It was also asked if medications could be sourced from countries outside of the European Union. Dr Park advised that it would be possible if other countries manufactured them.

Facebook – the Practice now has a Facebook page and Paul asked if it would be possible for PPG members to post information on it. Natalie said she would look into this and advise accordingly.

Post-meeting note: Unfortunately PPG members cannot post information on our Facebook as it is a private page so if they want any information adding they would need to send it to Natalie for her to post.

Geoff asked if we respond to information posted on the page and was advised that we do. If a patient posts anything of a derogatory nature we make contact with them to find out the reason why. Natalie then explained the Practice complaints procedure. It was felt that it would be useful to promote the Facebook page in the newsletter.

Macmillan Coffee Morning – the next one is scheduled for 27 September 2019. Paul has all of the information. It was felt that this was too short notice to be done properly so

preparations will be made to take part in the next one due in March 2020. The group members are keen to participate.

Carers – Natalie spoke about plans for carers’ information sessions at the Practice. It is felt that they should be around a theme and not a general session i.e. parents of disabled children, cancer patients, dementia etc. They are still very much in the planning stage and more information will be shared in due course.

Extended hours – Geoff asked if there were any plans for extended hours at the Practice i.e. appointments up to 6.00 p.m. Natalie explained that there were plans across the Practice network to offer extended hours and advised of the practices that are in our network. She also advised that from October 2019 we plan to offer a nurse clinic on one Saturday morning a month alongside a GP clinic. This will only be at Albion Place.

Action Points

Action to be taken:

Responsibility:

Information downstairs consulting rooms

PPG members to put this in the newsletter

Walking Club posters

PPG to send posters to the practice for display at both sites

Newsletter

PPG members and Practice staff

Promoting the Practice Facebook page

Natalie

Macmillan Coffee Morning March 2020

Practice staff and PPG members

Date of next meeting:

Tuesday 3 December 2019 at 12.30 p.m. at Cantley