

## **Minutes of Patient Participation Group**

**24<sup>th</sup> January 2019**

**Present:** Sharyn Oldman, Angela Weiss, Baz Bemment, Neil Coleby, David Siebert, Jane Harvey, Jeanette Soanes, Lesley Bruin, Tracy Neave, Milena Georgieva, Sherrie Halliday

**Apologies:** Clodagh Tailford, Linda Harden, Linda Kiff

### **Review of previous minutes:**

- Jeanette mentioned the patient screen. Tracy said it had been causing problems with some patients not booking in. Tracy asked for volunteers from the group to help show patients how to use it. David and Angela said they would be willing to help. Tracy to pass their emails on to Sharon our Lead Receptionist
- POD Baz queried if we had any preference on how patients ordered their medication. Tracy said first preference was the POD, then online. Angela queried if she could order medication for her husband. This is possible if she has a signed agreement from her husband. There was positive feedback regarding the POD's team so Tracy will inform them of this.

### **Matters arising:**

**Clinical Pharmacist:** Milena the practice's clinical pharmacist was introduced to the group. Milena is employed by the practice under an NHS England funding scheme for 16 hours a week, and there is a hope that this will be increased to more time. Milena works for the surgery. Her duties include adding medication from hospital letters to patient medication records, medical reviews, seeing patients to help them with medication issues, helping with projects such as supporting patients to reduce opiate medication and medical audit. Milena works on a Monday, Thursday and Friday currently at the surgery. The pharmacy at the surgery is run and owned by Haydens, although we work closely together it is an independent concern.

**Review of Great Yarmouth and Waveney Patient Forum Meeting:** Lesley attended the last meeting and gave feedback about East Coast Community Healthcare being awarded a new contract for adult community services and specialist palliative care. The next date for this forum is Monday 25<sup>th</sup> February 12.30p to 3pm at the Gorleston Room Kings Centre Great Yarmouth. Lesley said anyone was welcome to attend. Tracy said that she had checked this and had been told that it was for two members of each PPG.

**Jane Harvey Governor James Paget University Hospital:** Jane introduced herself saying that she was here to help patients with any problems or ideas to do with the James Paget Hospital. Jane is also a member of her own surgery's PPG and was able to give useful advice through the meeting.

**Patient surveys:** Tracy asked for ideas about what patient surveys we could do.

The surgery is currently working through the Productive General Practice scheme which uses an independent facilitator to help look at problem areas in the surgery. This is a scheme funded by NHS England. The surgery has chosen to look at 'appropriate appointments'. One in three telephone calls passed to doctors in the surgery could be undertaken by someone else, and one in five face to face appointments could have been dealt with by other people. The clinical team has changed a lot over

the last year, with more nurse practitioners and a clinical pharmacist, so it was agreed to be a good idea that this was communicated to patients more. We will conduct a survey about appropriate appointments. Jane said that her PPG undertake regular surveys within the waiting room such as surveying how patients were dealt with by the receptionist. Tracy said this was a good idea and would there be any volunteers for this. Tracy will send out more information about upcoming surveys.

Neil suggested DNA surveys giving patient closed questions about why they did not attend their appointments. This will be looked at to see how we can adopt this.

**Any other business:**

- As there are new clinicians within the practice more information to be available about who does what.
- Photo board to be organised showing who the team are
- Consider videos, not just text on Facebook and website
- Notice boards need updating and re-vamping in practice
- Potholes in carpark and road to pharmacy – Tracy has been getting quotes for this work
- Newsletter – next newsletter to be worked on
- Practice leaflet to be updated
- Badges for PPG – for when PPG members assist in practice
- Tracy said that although she welcomed the support of the PPG members one of her team had been upset during an appointment when one of the members had assertively introduced themselves as 'I am a member of the PPG you know'. The tone in which this was said had un-nerved the staff member. Tracy said that it was good for people to let others know who they are, but not quite in the manner that day

Next meeting: date to be circulated