

## High Street Surgery

### Patient Participation Group

#### Minutes of meeting held 26<sup>th</sup> March 2019

**Present:** Angela Weiss, Gordon Sewell, Lyn Harden, Baz Bemment, Gill Bower, Lesley Noble, Linda Kiff, Lesley Bruin, Sharyn Oldman, David Siebert, Carrol Summons, Tracy Neave, Jess Adcock and Anne Jordan (Great Yarmouth and Waveney CCG)

**Apologies:** Liz Matthews, Mary Carr, Neil Coleby

#### **Matters arising:**

**Update on POD (Prescription ordering direct):** Baz said that although we had encouraged patients to use the POD at our previous meeting she had not been able to access the POD via the telephone and had used the online service instead.

Jess Adcock and Anne Jordan from the POD came to present about the POD. The POD was established to process patients repeat medications: it helps to eliminate waste, saves surgeries time in processing repeat prescriptions and helps GPs to tidy up and review repeat prescribing. Gordon spoke about the needs of the elderly and how we would consider helping those patients to use POD. Some thought the POD was not accessible enough and is limited by its working hours.

Jess and Anne explained that the POD has saved the NHS over £500,000 since it began in April last year. Currently there are five practices signed up for POD with the plan being that it will be accessible by all practices in the Norfolk and Waveney area within the near future. Tracy explained that the practice had been able to free up prescription clerk time for other work. Gordon said the leaflet for POD is out of date and Jess explained a new version is at the printers.

Whilst the POD is not to everyone's taste, Tracy explained that it is here to stay and High Street Surgery will continue to be part of POD. Patients will be encouraged to use online services if they don't want to use POD. Patients who feel they are unable to use POD will be asked to apply to be an 'extra needs' patient which will allow them to request repeats in written form or have their pharmacy order for them. Anne explained that 50% of patients who have repeat medications successfully use the POD.

**Patient screen and rota feedback** Angela gave patient feedback from her times when she has been assisting patients use the booking-in screen:

- patients complained that if they have an 8.30 am appointment they are unable to book in for their appointment as they have to wait for the doors to open.
- If GPs are running late could there be information on the patient information screen.
- Hand dispensers have not had gel in them for about a month
- Jayex doesn't accept double bookings
- Patient screen is not in the best place – if there is a queue patients are unable to see the screen
- If patients arrive early they cannot use the screen to book-in

- Patients don't press finish

Tracy thanked those members who had been attending to help patients with the screen, it is much appreciated.

### **Patient surveys**

The surgery had undertaken two recent patient surveys, one regarding the phlebotomy service and one regarding the nursing team. Both surveys had looked at waiting times for appointments, skill of the clinician and asked for any comments. Feedback on the whole was excellent. The surveys ran for two weeks. There were 146 surveys completed for the nursing team and 126 surveys completed for the phlebotomy team.

### **Any other business**

- Thanks to David who has completed our next patient newsletter, POD information to be added then can be distributed
- NAPP PPG week 15<sup>th</sup> June – National PPG week 15<sup>th</sup> June, PPG to decide if they wish to be involved – discuss at next meeting
- Rosedale Patient Participation Group have said we are welcome to attend a meeting – Tracy said she would decline as she feels it would be for group members to attend. Lesley to organise
- Gordon asked if we were still recruiting for a GP, Tracy explained that the surgery is recruiting but has been unsuccessful and will look to recruit other clinicians to come in to the team. There was negative feedback about a recent locum – Tracy to discuss with PPG member

**Next meeting: 21<sup>st</sup> May at 2pm Trinity Church Room**