

# PATIENT PARTICIPATION GROUP MEETING

Monday 13th April 2015  
7pm at Staunton on Wye Surgery

## MINUTES

**In attendance:** Helen Cotterell, Alex Davies, Gary Griffiths, Maria Haines, Brenda Havard, Gladys Henesey, Alan Jones, Andrew Kerfoot, Billy Montague, Michael Phillips, Kristine Stevenson, Ray Jones, Dr Oliver Penney, Sarah Pithouse,

### ACTION

#### 1. Apologies

Anthony Barraclough

#### 2. Minutes of the last meeting

The minutes of the last meeting were read and agreed

#### 3. Counselling for the Young in Weobley

Dr Penney explained that this is available through schools and also the CLD Trust in Hereford. School nurses can also refer to the CLD Trust. A lack of resources combined with the low numbers of teenagers requiring counselling do not make a weekly clinic feasible. However, the doctors are always happy to see teenagers and they do not have to explain to the receptionist why they are coming. Concern was raised over whether teenagers would know where to go for counselling (are there posters in schools?) and it was agreed that this would be discussed within the Practice. OP

#### 4. District Nurses

Stockings

It was asked if the DNs could help the elderly with surgical stockings when they come out of hospital. Dr Penney explained that the DNs are really stretched at the moment but he would talk to them to see if there is any possibility of them helping. OP

Calls not being answered

Examples were given of DN advising patients on a visit that they would visit again on a particular date. When the DNs do not turn up, the patient is left wondering if /when they are coming. The DNs often do not return calls left on their answer machine and this leaves the patients confused and not knowing what to do next. Dr Penney explained that it is very difficult for the DNs to organise their time, that they cannot be precise about when they will visit as they often have to deal with urgent requests from the doctors but that he would pass on the comments about phone calls not being answered. OP

Discharges

It was asked if we are informed when a patient is discharged from hospital and if it is routine for a doctor to visit. Dr Penney explained that a doctor would not always visit as it may not be appropriate but we should always be informed. He went on to explain that the hospital should not be discharging patients who are not able to manage at home, that Social Services should be involved. However, please ring the surgery if you are concerned.

## **5. Patient Requests not to be taken to Hospital**

The Message in a Bottle scheme was discussed. This is a simple way of keeping personal and medical information that can be accessed quickly in an emergency. Clearly labelled plastic bottles are available in the reception areas of both surgeries. Each bottle contains a form and 2 special stickers. On the form you can record all information that may be needed in an emergency such as name, next of kin, doctor's details, nature of any medical conditions, medication and dosage, etc.

Once complete this form is put back into the bottle and the bottle placed in the fridge where the Emergency Services will look for it if they are called to the home. They'll be alerted to the patient being a member of the scheme by the 2 stickers - one of which is placed on the inside of the front door and one on the outside of the door of the fridge.

A care plan and DNR forms can be kept in the bottle. A care plan is an agreement between a patient and their doctor to help manage their health day to day. Everyone who has a long-term condition can make a care plan. We have tried to talk to as many patients as possible about care planning and would encourage everyone with a long-term condition to come in and discuss a personal care plan with their doctor

## **6. Update on Kington**

The Practice is coping well with the numbers of Kington patients joining our list. GH added that the concerns raised by some patients living in Eardisley had settled. We are still a doctor down but Dr Vanessa Perrott will be joining us in June and Dr Rebecca Ogilvie, our Registrar, will be back in August following her maternity leave. Things should be much improved by the end of summer.

## **7. Taurus Appointments**

Dr Penney explained that Taurus Healthcare is run by local GPs and offers GP and Nurse services to patients from 6pm to 8pm on weekdays and 8am to 8pm on weekends and Bank Holidays. The hubs are based in Hereford, Leominster and Ross-on-Wye. To make an appointment at one of the hubs patients should ring the surgery or NHS 111 and ask to be put through to Taurus. If you have not opted out of Data Sharing the doctor/nurse you see will be able to see your notes.

## **8. Defibrillators**

The doctors have their own defibrillators but one has been placed on the wall for the use of people in the village. MH advised that the maintenance date on it has expired and agreed to discuss this with Pru Lloyd

MH

## **9. Phones**

The new phone system is being fitted this week at both Weobley and Staunton

Surgeries. This is a much improved system and will have an auto attendant (Press 1 for Reception, Press 2 for Dispensary) facility which will make call handling easier, faster and a better experience for patients.

## **10. Car Parking**

A sign will be going up on the surgery wall at Weobley signposting patients to the Village Hall car park.

## **11. New Staff**

We have three new staff members. Jenny Rollings is our new Health Care Assistant, Charlotte Davies is our new receptionist and Pip Kirk is our new Dispensary Assistant. All three will be working predominately at Weobley Surgery.

## **12. Any Other Business**

**Accessing help at the weekend** - It was asked if it would be possible for one of the doctors to be available on the telephone at the weekends, on a rota basis, for elderly patients to call for advice; sometimes they are unsure whether to call 999, 111 or wait to see a doctor when the surgery reopens. Dr Penney explained that unfortunately this is not possible. Weobley Surgery, together with Kington, was one of the last Practices in the country to hold on to their own on-call service and resisted the change for as long as possible. However, it was agreed that we would look in to whether it would be appropriate for patients to call Taurus at the weekends for this information.

SP

**PPG Workshop** – Wed 22<sup>nd</sup> April 2015, Norwood Room, Royal National College for the Blind. If anyone would like to represent our PPG at this event, please contact Sarah Pithouse.

## **13. Date of Next Meeting**

Monday 6<sup>th</sup> July 2015 at 7.00 pm, Weobley Surgery