

PATIENT PARTICIPATION GROUP MEETING

Monday 26th September 2016
7pm at Weobley Surgery

MINUTES

ACTION

In attendance

Anthony Barraclough, Maria Haines, Gladys Henesey, Alan Jones, Raymond Jones, Andrew Kerfoot, Bill Montague, Jean Rees, Kristine Stevenson, Michele Petrie, Oliver Penney

1. Apologies

John Allen, Ruth Bright, Helen Cotterell, Alex Davies, Patrick James, Michael Phillips

2. Minutes of the Last Meeting

Agreed as a true record.

Wheelchair - Following on from the last meeting MP had sourced funding for a new wheelchair at Weobley with the help of KS from the Crocodile 8 run monies. Staunton already had a wheelchair, but this needed some maintenance from TPG before being available. MP thanked KS for her help and reported that this had been a very much welcomed addition to the practice.

Card Machines – MP reported that she had liaised with her other Practice Manager colleagues and very few had card machines simply due to the cost issues. The majority of those collecting prescriptions at the practices did not pay and therefore the number of transactions would not be enough to reduce the costs. The practice would need to install extra lines for the machines to work and the passing on of the costs to patients who wanted to use a card would have been too great. MP had raised the question of being able to pay online via Patient Access with the providers of the service and whilst it was not something that they envisaged happening at present, the request had been taken on board.

DNAs & Text Messages – DNAs had reduced with the implementation of text message reminders. Patients had been complimentary about the service. The practice is hoping to move towards additional recalls with text messages including for the flu clinic (where numbers are available) to try and reduce costs further.

Car Parking – AJ had written to the Parish Council on behalf of the PPG. It was understood that Mike Ware had provided no objection to the use of the land opposite to provide herringbone parking but there was no funding to be able to provide this.

Newsletter – Feedback regarding the latest newsletter was very positive. It is hoped to continue to provide this on a quarterly basis.

Patient Online Access – MP reported that there had been a steady number of requests for access to medical records but this had not caused the administration team as much of a headache as first thought.

7 Day Working – No further forward with any information other than the CCG, Taurus, Wye Valley Trust, Herefordshire Council are all working on a Sustainability Transformation Programme (STP) looking at shaping the services of the future but there was limited information on what this would look like for the practice. CCG AGM is tomorrow and it may well be that they will put their cards on the table.

3. **Staunton PPG Representative**

AJ had provided a short informative article for the Magpie about the PPG giving MH and GG as the contacts for raising any issues/suggestions and would like to do this on behalf of the Staunton patients in the Signal and the Link. AB offered to be the contact and MP agreed to provide posters for the waiting rooms at each practice indicating who to contact.

MP

4. **Packaging of Medication**

MH brought to the attention of the practice that it would be of benefit to patients if and when packaging has changed when handing out medications that patients are told. She gave the example of an elderly patient having previously been provided with medications in packet form but on this occasion had been provided in a bottle with a pull-off plastic seal. Unfortunately the patient wasn't informed of the change on picking up the medication but when the patient came to use it they couldn't open the seal due to it being too fiddly and couldn't read the instructions as they were too small. This led to them missing their medication until the carer had arrived. MP felt this was an extremely valid point and agreed to take this back to the Dispensary Manager for discussion with the dispensing staff.

5. **Any other Business**

General Update –

- **Dr. Holly Vaughan** – Holly has joined us as a permanent Salaried GP. Some patients may remember her from when she did her GP training with the practice a few years ago. We feel incredibly lucky to have managed to recruit to a post where others have been continually struggling. Holly works across both Weobley and Staunton on Wye sites and has an interest in women's health and minor surgery.
- **GP Registrar and Junior Doctors** – We currently have both a GP Registrar and a doctor in training at the surgery and we hope to continue with our training posts when the rotations are changed.
- **Appointments** – Patients were appreciative of the fact that waiting times had reduced at both sites of late. MP agreed that this was the case at present however the practice does still maintain that when a patient indicates to the Reception Team that the appointment is urgent then patients are seen and we do not question the reasoning for the appointment. Both

MP

sites offer appointments at 15 minutes in the morning and 12.5 minutes in the afternoon (including time for the doctor to write up notes) The PPG were asked to reinforce the message that urgent appointments are just that and patients who ring in the morning asking for an urgent appointment cannot expect to see the doctor of their choice unless there is an appointment available. There are many times when a patient will state that it is an urgent appointment required until they are informed that the doctor of their choice is away on leave or not in the practice and then they are willing to wait to see that particular doctor. These instances would therefore not be classed as urgent. KS asked whether the Dispensary could operate more like a pharmacy with the provision of over the counter medications to purchase to aid those patients who really didn't need to see a doctor and needed to self-medicate. MP replied that this was a valid point however, unfortunately, the practice would need a different licence to be able to undertake this type of retailing and it was unlikely that the practice could do this. KS suggested that parents were, quite rightly worried about their sick child, however many children were brought to the surgery for coughs, colds and sniffles when there really was no need. She asked whether the great article that OP had provided could be circulated more widely to try and aid parents and patients.

- **Referrals** – OP was asked whether there were any issues with making referrals in Herefordshire and responded by indicating that the practice will refer patients to wherever they are prepared to travel (through the Choose & Book system including private hospitals undertaking NHS work) although there are national pressures on some NHS specialties which leads to a delay in being seen wherever patients are referred to eg. current Dermatology routine wait in Herefordshire is 45 weeks but this is a national problem too. There is no requirement to refer all patients to Hereford Hospital and the practice will do all it can to initiate shortcuts to services/appointments where possible.
- **Coffee Afternoon** – in aid of MacMillan on the 18th October 2016 from 2.30 pm to 4.30 pm at Weobley Surgery. All donations gratefully received.
- **Other services available at the Practice** – MP indicated the range of services that were now available at the practice (via GP referral) or utilised the consulting rooms including – Mental Health Worker, Dementia Nurse, Midwife, Nursery Nurse, Health Visitor, Diabetes Dietitian, Physiotherapist, Healthy Lifestyle Co-ordinator, Health Checks.

6. Date of Next Meeting

Monday 16th January 2017, 7.00 pm at Staunton Surgery