

The Hawthorns Surgery

Minutes of Patient Participation Group Meeting
Friday 25 October 2019

Present: Dr Pat Clarke, Jacquie Walker, Jo Goodwin, Sheila Try, Delyth Perks, Tony Cannon, Rod Evans, Maggie Campbell, Yvonne Brown, Teresa Monteiro, Tony Cooke, Amanda Hume, Atamjit Niber, Margaret Robinson

Apologies: None.

MATTERS ARISING: None.

PRACTICE ITEMS:

- **Telephone Consultations:** The Practice is exploring the idea of the possibility of telephone or video consultations and asked the Group for their thoughts. Although the Group are not totally against the idea, they would like further information on how this would work within the Practice and were not keen on the idea of being asked what their problem is by the Receptionist. They would be happy to be asked if their call was in connection with obtaining results or requesting a sick note.

A patient survey would be done prior to us starting this service.

- **Video Consultations:** Some out-of-hours appointments are now being offered as video consultations by Livi. However, these may be with a GP who is situated up or down the country and not necessarily a local GP.
- **Computer System:** The Surgery are looking to switch the system used from Vision to Emis which is the system used by other GP Surgeries in the Primary Care Network Group (PCN).
- **Social Prescriber:** This is a position allocated to the PCN to help with patients who may be lonely or isolated or may need healthy living advice. At present, they will be unable to visit patients at home but there will probably be an opportunity soon for some group activities based from the Surgery.
- **Advance Nurse Practitioners:** At present this is not a service the Surgery is looking to offer. However, the Group suggested it may be worth revisiting to help with patient demand.
- **Telephone System:** Comments were made from the Group that, at times, the queuing time for the phone to be answered can be quite long, this does drop quickly and patients are advised to hold on rather than hanging up and trying again. This telephone system was changed in July 2016 as requested by the Patient Forum. The Practice would advise patients not to hang up as the time will drop quite quickly.
- **Collection of Items from Reception:** If a patient is collecting any correspondence/ prescriptions from the Surgery they will be asked to provide photographic identification in line with GDPR to ensure that information is being given to the correct person.

If someone is collecting on a patient's behalf, the patient will be asked to provide a letter authorising that person to collect the item and the person collecting will be asked to provide identification. If a patient does not have capacity, the GP can confirm that it is ok for items to be collected on their behalf, but identification will need to be produced by the person collecting.

- **Pharmacies Ordering Prescriptions:** In line with keeping with the Waste Medicines Campaign, this service will cease in the next few months and patients will need to order their own prescriptions either in surgery or online.

PATIENT ITEMS:

- **Deputy Chair PPG:** Sheila discussed the need for a Deputy PPG Chair should she be unable to attend any meetings etc. This position was offered to the group and Atamjit Niber offered to take up this role.

ANY OTHER BUSINESS:

- **Patient Leaflet:** Rodney asked when the patient leaflet is updated could it be made clear in the leaflet that when asking to book a blood test this can only be done if requested or by prior approval of a clinician.
- Teresa Monteiro asked when ringing for cholesterol blood test results could the cholesterol figure be given to the patient. Jacquie advised this is already in place and would ensure she speaks with the Lead Receptionist to ensure the whole team are aware of this.
- Sheila advised she had previously done a "Day in the Life of ..." various clinical and admin staff in the Surgery for the Newsletter which was well received. It was suggested that a leaflet is produced offering the different services the Surgery provides and a list of Doctors with any specialties/specific interests.
- Tony Cannon advised that the British Thyroid Foundation are holding a seminar on the 18 November in Solihull. Details of this will be put on the Patient Notice Boards.
- UHB are developing an A&E Online Service which will only be available at present at the QE. Research has shown that 30% of patients who attend A&E do not require emergency treatment which reduces the effectiveness of A&E.

Patients will need to register online for this service and a brief questionnaire/symptom checker will be completed online which will determine whether the patient needs to be seen as an emergency and, if so, where to attend and the information completed will be on the patient's records on arrival. If emergency treatment is not required the patient will be advised where to go ie. Walk in Centre, Pharmacy or GP.

It is envisaged that this service will be rolled out to other UHB sites in the future.

Tony will provide an update on this at the next meeting in January.

- **CPR Counts:** This is a free course for all ages at various locations. The course will last for 1½ hours. Details will be put on the Patient Noticeboards in the Surgery.

Date of Next Meeting – Friday 24 January 2020 at 1.00 pm