

**Swinton Primary Care Network
Patient Participation Group
12th August 2024, 5pm
The Poplars Medical Centre, Meeting Room**

Attendees:

CR, The Sides Medical Centre
JG, Silverdale Medical Practice – (Meeting Chair)
AG, Silverdale Medical Centre
DG, Silverdale Medical Centre
Dr MW, The Lakes Medical Practice
DC, Poplars Medical Centre
GH, The Lakes Medical Practice
SR, Silverdale Medical Practice
Dr DS, GP, Poplars Medical Centre
AS, Practice Manager, Silverdale Medical Practice/SNPCA
Dr KM, GP, Silverdale Medical Centre/SNPCA
JC, Project Manager, SNPCA - (Minutes)
PB, GP, The Sides Medical Centre
Dr MR, GP, The Lakes Medical Practice
AG, Reception Manager, The Lakes Medical Practice

Apologies for Absence:

ES, Admin assistant, SNPCA –
GC, The Sides Medical Centre
BM, Practice Manager, Poplars Medical Centre
DE,

Review of previous minutes (13/05/2024):

ACTION: Health Improvement Team (HIT) invite to next meeting – (November 2024)

ACTION: Invite Health Watch to the meeting after – (February 2025)

Amend on previous minutes, Dr Pemberton is a GP at The Lakes Medical Centre not Poplars.

Peak Pharmacy new technology

JG gave an update to the group regarding new technology at Peak Pharmacies.

A new £20 million pound warehouse is now based at junction 29A Chesterfield for all Peak Pharmacies in the North West and Yorkshire to access for dispensing of repeat medication. They are looking at this being fully up and running by April 25 however some pharmacies are already using this facility.

The plan is to transfer all repeat prescription to there for dispensing and they are also inviting other pharmacies to use the facility to make money.

There will be 100 plus staff at unit, all dispensing done by Robot and if repeat medication is ordered and with the pharmacy before 3pm it will be back at the pharmacy for collection the next day.

One question from this was, are GP's likely to be able to sign scripts off before the 3pm cut off?

The consensus from GPs in attendance at the meeting was that this would be difficult due to being in clinic.

Dr KM added that she tries to sign as many prescriptions as possible at 7am the clinic starts but then the next available time to do them is after clinic which would be past the cut off time.

The Peak Pharmacy new technology plan is online to read about.

There is also a new vending machine type technology being tested where you would get a code and can collect prescriptions at later time.

One of the group suggested that this may be like the parcel lockers

Some concerns were raised about medication being stolen and how safe it was, but Dr MR added that she has family who have access to these already and said it would be likely to be select medication and not contain things such as controlled drugs etc.

NHS App Drop in session

Drop-in sessions within the PCN have been taking place. The IT team have been working alongside practice staff engaging with patient, showing them how to use the NHS App and encouraging patients to sign up.

Through the app patients are able to view medical records, order repeat prescriptions. It is very beneficially to practices if patients order their medication through the app because once ordered it goes straight through to the GP and doesn't need another member of staff to look at it first.

There is a target to work towards of the number of patients signed up to the app.

Some points were raised regarding the drop-in session at The Lakes. It was highlighted that the only patients who could be approached were those who had an appointment. The staff member didn't want to go up to patients and start conversations they waited for patients to approach the stand. There was also no advertising done for the session.

It was suggested that for events like this some advertising be done possibly elsewhere such as Swinton square not just in practices. There could also be volunteers from this PPG in attendance to this type of thing.

It was confirmed that advertising was done at Silverdale and texts sent out to patients. Some members in attendance confirmed that they received texts about the drop-in sessions and not just Silverdale patients.

Representative from The Lakes confirmed this was advertised in the surgery and patients were being given the information when they were on the phone.

Silverdale are looking at training staff so they are able to give NHS app training to patients so it can be done on a more regular basis.

Another push for using the NHS app is that it is linked with Accurx which is a messaging system and is one of the main ways that practices contact patients other than phoning them. NHSGM are looking to cap the amount of messages practices are allowed but by using the NHS app it will help to open an indefinite line of contact with patients as it goes through Wi-Fi rather than SMS and will therefore not count towards the cap that may be brought in.

National Patient Survey

AS went through the data.
This isn't the best representation as only a small percentage.
Would like to undertake a PCN questionnaire again this year.

ACTION: AS will bring a draft PCN questionnaire of the questions to ask patients to the next meeting.

Access Rates

AS went through access data.

Silverdale Medical Practice and moving to total triage and changing the configuration of some appointments.

The Sides has already gone to triage which may already be having an impact on the data shown.
Data brought next time can be compared with June's data to see where practices are at.

One of the members asked about the total triage. Practices are hoping that by introducing this it will help to stop the influx at 8am and ensure that all patients are treated the same whether they are the 1st patient or 20th patient in touch with the practice.

The model uses a triage team made up of different members of staff. Online forms are completed by patients and then each is assessed by a clinician. It will hopefully help to free up the phone lines so patients who are unable to complete the online form can speak to a member of staff and they can complete it for them over the phone. This will then go through the same process as all other patient contacts.

Lots of practices have already moved to this model and it is being encouraged.

AOB

One of the members asked if for face-to-face appointments there is a time frame in which patients are allowed to turn up late and still be seen as a friend had a bad experience relating to this.

It was highlighted that individual issues shouldn't be brought for discussion to the PPG meetings and the patient was advised to contact the practice manager.

Members of the group did confirm that it varies dependant on practices and circumstances e.g. vulnerability should be taken into consideration.

Poplars added that their computer system is automated to show as late after 10 minutes.

The NHS want to save £200 million on prescriptions.

Is there a list of medicines that can be bought over the counter as it says patients will No longer be able to order on prescription from September.

Also how do Dr's know what patient is buying over the counter?

Drs in attendance confirmed that if they are made aware by the patient what they are buying over the counter then it can be added to patient records but in terms of this point the Drs had not heard of any major changes and it had not come up at the LMC which is where big changes are mentioned. They also highlighted how they get push back from patients when asked to buy meds rather than get on prescription so can't see this coming in anytime soon.

Patient did confirm he had come across this online.

Date of next meeting:

Monday 11th November – 5pm-6pm

The Poplars Medical Centre