**Minutes of Wigston Central Surgery PPG Meeting**

**29.4.19**

**In Attendance-**Rebecca Smith (chair), Andrea Stevenson, Bill Pickering, Bill Randell, John Stevenson, Judith Wilson, Judy Warner, Chandrika Patel, Vivienne and David Hedges, Jane Sinfield (practice manager), Sarah Feeney (reception manager)

**Apologies-**James Bayliss

AS received a resignation email from Angela Thody. She was finding it hard to attend the ppg meetings due to other commitments. On behalf of the ppg we send a thank you to her for all her involvement and input to the ppg over the past few years.

**Approve Minutes of Previous Meeting-** RS read through the minutes of the last meeting and they were approved as a true reflection of the last meeting,

**Matters Arising- Lack of**WIFI in the medical centre. JS/BP could offer no explanation as to why the NHS WIFI was hit and miss for patients.

JS reported that the electronic screens in the surgery had recently been updated and now no longer display the wrong time and date as this function has now been deleted.

**Updates from Jane Sinfield (Practice Manager)**

**Staffing-**JS informed the PPG that a new doctor has been employed at the surgery. Dr Bhatt will be joining the practice in June and she will be working on Thursdays and Fridays.

Receptionist Di Benning has retired from the surgery after 29 years! On behalf of the patients the PPG wish her a long, healthy and happy retirement.

Healthcare Assistant Georgina is currently on maternity leave.

RS asked if the surgery was now fully staffed with enough clinicians. JS said that they are. When holiday cover is needed they try and use the same locums for continuity. Advanced Nurse Practitioner Kelly Benning, although on a leave of absence has been working at the surgery as a locum. JS tries to ensure that there are 6 GPs on duty on a Friday and Monday mornings when the surgery is at its busiest.

JS reported that OWBC are to provide and plant out a large flower trough for the medical centre after the success of the bulbs they provided last year. The bulbs brightened the grounds of the medical centre which formed part of the Pride of the Borough.

**SystmOne**

**JS** reported that the changeover to the new computer system will go live on Tuesday 21st May.

W/C 13-20th May the surgery will have no pre bookable appointments for any clinicians and only patients in need of urgent medical attention will be seen.

This changeover is well advertised. From 1st April patients have been given details on slips of paper, there has been information left on waiting area seats, AS has done 2 big notice boards, There are large posters around the surgery, it flashes up on the website, Its been advertised on facebook and there are posters pinned up on public notice boards and in shops/ carehomes/pharmacies in and around Wigston.

The main staff training period for the new system is 7th- 24th May.

The surgery is asking patients to only visit the surgery if there is an acute emergency.

The period 13th-20th May patients coming for open morning surgery will be assessed for the urgency of their problem. They will be handed a sheet detailing what is classed as an emergency. Patients arriving at the surgery that week for sick notes or requiring repeat prescriptions or for long term conditions will be turned away. Sick notes can be back dated and pharmacies can prescribe 2 days of medication if a patient has run out. From 15th April the surgery has been issuing 2 months supply of medication to cut down on workload during the changeover. There will be 3 doctors on duty in the mornings only seeing patients that are deemed an emergency. JS stated that an emergency can be classed as someone in acute pain or require an urgent blood test. JS reported that 70-80% of patients arriving for Open Morning Surgery are not emergencies.

The remaining staff will be taking part in training or E Learning about the new system.

The surgery is trying to keep the patient workload to a minimum that week as there will be no computer system in operation during the changeover and all of the patient information for that week will have to be input after 21st May once SystmOne is live. JS reported that the surgery receives 700-800 documents a day that need to be scanned.

JS reported that there will be zero tolerance for patients not cooperating during this period, and any patient not cooperating will be sent a warning letter from the practice. The surgery thanks them for being patient, understanding patients during this time.

All staff have to undergo 26 training sessions over a relatively short period. SystmOne has an important function of records sharing with other healthcare agencies. JS stressed that not all patients will be turned away. Emergencies will be seen.

The surgery WILL NOT be closed during this period.

Patients using online access to book appointments and to order repeat prescriptions will need to reregister with SystmOne . the surgery will send out by email a new username and PIN number for SystmOne access. Patients must ensure the surgery has their correct email address and mobile phone number. Only 1 name per email address when ordering repeat prescriptions. Patients can also request a new username and PIN by visiting the surgery after 27th May 2019.

**PPG Member Bill Randell’s update from Meeting on the inequalities in health and life expectancy in Oadby and Wigston.**

Bill attended a meeting at OWBC offices on 28.2.19 to discuss shared solutions to health challenges and inequalities in Oadby and Wigston. Attendees included OWBC, ELRCCG , NHS, and LCC public health team along with members of PPGs and doctors from the local surgeries.

The reason for the meeting was due to a dramatic rise in premature deaths in Wigstoncompared to Oadby. Men are dying 11 years below the national average age for men and 8 years tor women.

There is a lot of social deprivation in Wigston (mainly South Wigston where there is a lot of rented accommodation) compared to Oadby.

BR reported that after a lot of discussion a conclusion for the reasons why was not established. ‘How can you affect something that was caused historically?’

There have been no formal minutes circulated from the meeting.

BR suggested that our PPG could repeat the awareness week on healthy living that the PPG organised a couple of years ago. PPG members agreed and this will be on the agenda at the next PPG meeting in July

**AOB**

VH and DH had visited a hospital recently where they operated a ‘postcard to matron’ initiative. Patients are invited to leave a comment on the service they received anonymously. VH/DH thought that this was a good idea to use at the surgery. JS thought this would be a good idea as it takes the form of a survey.

VH commented that on a recent visit to the surgery she wondered why she didnt observe any patients reading the notice boards. BP assured her he has witnessed patients reading them. AS said she tries to make them bright and colourful to attract patients attention. DH suggested that the font was made larger. AS replied content will be lost if she did this. AS makes the font as large as possible when printing the information but not at the expense of the information it is displaying.

**Date of the Next Meeting – Monday 8th July 2019 5pm**