

Minutes of Wigston Central Surgery PPG Meeting

17.9.18

In Attendance- Rebecca Smith (chair), Andrea Stevenson, Bill Pickering, Angela Thody, Judy Warner, John Stevenson, Chandrika Patel, Jane Sinfield (Practice manager), Sue Renton (Local Area Coordinator from Leicestershire County Council)

Apologies- Judith Wilson, Sue Howard, Bill Randell, Sarah Feeney, James Bayliss

Approve Minutes of Previous Meeting- The minutes of the last meeting were distributed, read and approved.

Matters Arising- Patient Awareness Week proposed for W/C 16.7.18.

A PPG meeting took place in June to discuss the Patient Awareness Week. This intended to promote awareness of for example- consenting to Enhanced Summary Care Records, registering for GP online services, MJOG, patient's up to date personal details being given to the surgery, friends and family test etc. Through discussion, due to time restraints, holidays and availability of PPG members it was decided that in order to capture a greater footfall of patients it would be better to be in attendance at the flu clinics. So it was postponed.

Update from Jane Sinfield (Practice Manager)

JS informed the PPG that a new female doctor, Dr Fraser, will be joining the practice in November for 6 sessions a week.

Kelly Benning (Advanced Nurse Practitioner) will be taking a leave of absence for a year to pursue other interests. The Partners at WCS have agreed to this and cover will be provided by them and Baljinder Kaur and Valerie Murphy (existing Advanced Nurse Practitioners). There have also been a number of new receptionists employed at the surgery and a new secretary.

JS informed the PPG that a lady from Wigston Council has donated 700 bulbs to the practice to be planted in the grounds of the medical centre as part of the Pride of the Borough initiative. The PPG decided that they would be planted 12th/13th October. Times to be decided with Bill Pickering. JS has asked the

staff and partners at the surgery for help. The PPG are keen to get involved and AS will make a notice for the patient waiting areas asking for their support too.

John St asked JS about GP online services following AS and JSt taking part in a national webinar by NHS England for PPG members about the provision of GP online services and how PPGs can get involved in promoting patients' awareness to register for them. JSt asked why WCS does not allow patients who are registered for online services, to access their medical records, vaccination records and test results. JS replied that it would cause a lot of confusion for patients with worried patients ringing up the surgery asking for explanations of things they don't understand. She felt that this would result in a heavier workload for reception staff and GPs. JS said it would be possible to enable this for our surgery and would look into it if this is what the patients would like. NHS England are promoting the fact that by patients registering for online services they could book online appointments, order repeat prescriptions and also access their medical records. Before the PPG can make patients aware of the benefits of online GP services then the practice needs to have all the services available to patients that NHS England is promoting. Also JSt asked why there is a restriction on the number of GP appointments that are released for online booking. JS informed the PPG that a certain patient has been booking all the appointments once they are released. This patient has been spoken to and an agreement between her and the practice has been reached regarding the number of pre booked appointments she can make. JS said she would look into releasing more appointments that can be booked online. A further meeting to discuss the practice and GP online services has been made for Monday, 8th October 5pm with JS and the PPG members. AS to forward the recorded Webinar of the meeting to PPG members once she has received it along with questions and answers from PPG members from across the country that were posed during the webinar.

JS informed the PPG that the practice is expecting an influx of new patients once the new housing estates that are being built in Wigston are completed. This would add pressure to the already stretched services. There is a national GP shortage and recruitment of GPs is proving difficult.

JS expressed her concern over the disappointing outcome for WCS following the national patient survey. The results and breakdown of the results can be found at www.gp-patient.co.uk. Looking at the website, 264 questionnaires were sent out randomly to our patients with only 106 being returned (40%). The practice has over 12500 patients registered so this survey was sent to 2% of them and shows the views of less than 1%! JS and the PPG agreed that these results did not give an accurate view of the practice. The

PPG felt that the questions being asked did not take into account our uniqueness of open morning surgery.
The PPG agreed to carry out our own patient survey W/c 5.11.18

AT asked about the usage of the minor ops suite at Two Steeples medical Centre. JS said that it hadn't been in use but there are plans being made for it to be used for carpal tunnel operations and vasectomies in the near future.

Sue Renton

Sue Renton Local Area Coordinator from Leicestershire County Council introduced herself and spoke to the PPG about the work that she undertakes in the Wigston area. She offers 'A model of support which focuses on identifying and supporting those who need help before they hit crisis and works towards building an inclusive supportive community around them'. Local Area coordination uses a person centred approach to support people and families to have a good life in their communities. She will work with local people, local and countrywide organisations and services to promote opportunities for people who may be at risk (vulnerable) or trying to cope with daily life due to their age, disability or low level of mental health. Her aim is to link individuals to sources of informal support, supports individuals to access other relevant services required and to create and support community groups. The service provides a preventative approach which improves health and wellbeing, feeling safe and staying well and happy. Sue will enable practical ways of achieving goals and visions for a good life therefore preventing crisis point being reached.

Sue has spoken with the staff at WCS, Bushloe surgery and the PPGs. She is making herself known to the practice so that patients can be sign posted to her if support would prove helpful to their wellbeing. She is hoping to come and sit in the surgery regularly in view of patients to be on hand to offer advice and support to people who would like it. BP agreed to find Sue a spare consulting room for anybody wishing to speak to her in private. This initiative is in its infancy and Sue will create a display advertising her services and ways in which she can help. The PPG thought it was a very worthy while initiative and fully endorsed her partnership with the surgery and patients.

Date of next meeting 8.10.18 5pm