**Minutes of Wigston Central Surgery PPG Meeting**

**14.1.19**

**In Attendance-** Rebecca Smith (Chair), Andrea Stevenson, Bill Pickering, Judy Warner, Judith Wilson, Chandrika Patel, Bill Randell, Jane Sinfield (Practice Manager)

**Apologies-**Angela Thody, James Bayliss, Vivienne and David Hedges

**Approve Minutes of Previous meeting-**The minutes of the last meeting were distributed, read and approved as a true reflection of the meeting

**Matters Arising-** Members of the PPG attended a meeting with Lynn Towers from EMISS about patients signing up for GP online services. The meeting was held on 8th October 2018 and was very useful and informative. The PPG members who attended left with a better understanding how it works and what patients are able to access online.

The PPG agreed at the 8th October meeting that they would like the patients at WCS to be able to access their coded medical records and test results which at present the surgery doesn’t allow the patients to do. It is understood that a patient has to request this service and will be at the doctor’s discretion. An email was sent to JS on 14.10.18 with the PPG’s decision. The PPG hoped to run a patient awareness week on GP online services and what it offers at the beginning of the New Year once all the services that NHS England promotes are available to WCS patients. JS reported back to the PPG on this matter during her update (below).

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

JS informed the PPG that Dr Fraser joined the practice in November as a salaried GP for 6 sessions a week Mon, Weds and Fri. Kelly Benning, Advanced Nurse Practitioner, has now taken leave of absence from the surgery and hopes to return April 2020 if there is a position for her.

Advanced Nurse Practitioner Baljinder Kaur is leaving the surgery. The surgery has advertised for an Advance Nurse Practitioner /salaried GP. There was no response to the advert. There is a national shortage of GPs. After more advertising JS hopes to appoint a very experienced salaried GP in the near future to work 4 sessions a week on Thursdays and Fridays.

Open Morning Surgery is extremely busy. The GPs and Advanced Nurse Practitioners have time to see 16 patients each in Open Morning Surgery. Some mornings they are seeing 22+ patients. Patients should only come to open morning surgery for acute problems. JS and the partners have had a meeting about the future of open morning surgery. After lengthy discussions they have decided to carry on offering it to WCS for the time being and will review it again at a date in the near future. WCS patient list is 12500 and is still growing. The surgery is expecting an influx of new patients from the 1000 new homes that are currently being built in Wigston. There is no cap on the number of patients that can register at the surgery at present.

JS reported that 75% of patients that visit the surgery do not need to see a GP. In order to cope with increased patient numbers and a shortage of GPs the CCG is hoping to use ‘signposting’ as a way to cut the number of patients wishing to see a GP. This will form part of their 10 year plan to help tackle the problem. For example the receptionist will ask a patient about their visit and could signpost them towards the two physiotherapists on site if that is the nature of their problem. Sue Renton (Local Area Coordinator from LCC) is going to be present in the surgery every Friday for 2 hours. She visited the PPG at the last PPG meeting to explain her work (see the minutes of the PPG meeting 17.9.18). Patients will be able to discuss problems such as benefits with her and she will be able to point them in the right direction to get help. If the sessions prove successful she will spend more time at the surgery with the possibility of two co-ordinators present.

JS also said there is talk of the pharmacist (employed by the surgery) being available to talk to patients about minor ailments; educating patients when and when not to see a GP is very hard. Patients do not like being asked by a receptionist about the reason for their visit. This will become necessary as the national shortage of GPs is making it difficult for the surgery to recruit. A lot of GPs now want to be locums. It is hoped that by signposting patients in other directions to get the appropriate help will ease the pressure on the current GPs at the surgery.

JS reported that the building is now being used by outside clinicians. Minor surgery for Carpal Tunnel Syndrome and Vasectomies are being carried out on Mondays and Wednesdays. The audiology department from the hospitals sees patients at Two Steeples and it is hoped that the minor operating suite is going to be used for paediatric oncology. Patients can also come for ophthalmic appointments at Two Steeples. The outside agencies/clinicians that use the building pay a service charge towards overheads for using the building’s facilities. Hiring rooms out in the building will hopefully ease the congestion at hospitals plus the building is modern with plenty of parking and convenient to patients.

JS thanked all the PPG members (Judith and Andrew Wilson, Bill Randell and Bill Pickering) who turned out to plant the bulbs supplied by Wigston Council in the grounds of the Medical Centre. BP reported they had started to show through!

**GP Online Services**

The ELRCCG asked PPG members to take part in a webinar in October 2018 with the aim of them promoting GP online services within their surgeries. Lynn Towers from EMISS also spoke to the PPG about GP online services at around the same time. The PPG decided to do an ‘awareness week’ early 2019 for patients advertising the benefits and all it has to offer.

Following on from **Matters Arising** JS explained that we could not promote patients being able to view their coded medical record and vaccination history and tests results at present because the surgery is planning to change computer systems in May 2019. At present the surgery uses EMISS system. This will change to ‘System One’ in May 2019 which is a better system as it links up with systems in hospitals for example. Bushloe Surgery will be changing over also. Before then there will be 7 days of ‘downtime’ when everything has to written down manually and input when System One is up and running. This will incur a lot of work for the staff at the surgery to get things back up to date. JS asked that we postpone promoting GP online services until we are on the new computer system and the surgery can offer the patients all the GP online services being promoted by NHS England.

JS asked the PPG to advertise the ‘downtime’ week to ask patients not to visit the surgery unless it was absolutely necessary in order to keep the extra workload to a minimum. This can be done with PPG of the ‘downtime’ week and the number of characters allowed on a MJOG text to patients. JSt asked if the surgery could be appointments only this week but JS didn’t think that would be possible.

 **WCS Patient Survey Autumn 2019**

A patient survey was carried out by the PPG W/C 5.11.18. Thank you to all the PPG members that spent time in the surgery handing out the questionnaires to patients during open morning surgery. A total of 152 questionnaires were filled in by patients.

Jst talked through the results with the PPG. Compared with the survey carried out in Feb 2017 the % of satisfied or very satisfied on all the questions was the same or higher! The results are excellent and JS was very pleased with them. BR had compared the results to the 2014 to 2017 surveys and shows a rise in all percentages of satisfied patients as time has gone on.

The results will be available to patients online, PPG notice board, Winter newsletter, red file at reception and JS asked AS to do a full notice board displaying the excellent outcomes.

RS thanked AS and JSt for analysing the results.

The survey results show that patients are not aware the surgery has a Facebook page or that it has extended hours. The PPG will think of ways to promote these more.

JS asked the PPG to do this patient survey again at the end of 2019. The PPG thought it should be carried out over a longer period and at different times of the day.

**AOB**

JSt asked why it wasn’t possible to get WIFI in the building; JS to look into this.

JSt asked for the electronic screen in the surgery to show the correct time and date; JS to look into this.

JSt asked what the Partners’ expectations of the PPG were. JS said [[1]](#endnote-1)there are no expectations but thanked us for the work we did on behalf of the patients.

AS informed the PPG that she had emailed Becky Hunt, ELRCCG, asking for more notice of future locality meetings and National awareness Weeks after the short notice that was given about the meeting on 14.1.19 and Obesity National Awareness week she wanted the PPGs to promote. JS also said she had written to her with the same request.

**Dates for Future Meetings 2019**

**Monday 1st April 5pm**

**Monday 1st July 5pm**

**Monday 7th October 5pm**

1. [↑](#endnote-ref-1)