

Minutes of Wigston Central Surgery PPG Meeting 6.11.17

In Attendance- Rebecca Smith (chair), Andrea Stevenson, Sue Howard, Angela Thody, Judy Warner, Bill Randell, Bill Pickering, Jane Sinfield (business/practice manager) Sarah Feeney

Apologies- Judith Wilson, Chandrika Patel, Arvinder Lotay, Frances Scott

Approve Minutes of the Previous Meeting- The minutes from the last meeting were circulated and approved.

Matters Arising Sarah Feeney will put together some information together with the receptionists for AS to do a patient noticeboard 'The Day in the Life of a Receptionist' and to promote zero tolerance for abuse they experience occasionally.

JS has been in touch with the CCG advertising the spare /unused consulting rooms and minor operations suite at the practice, for rental. At the moment it is only Blue Sky (a private company) that is using the minor ops suite for carpal tunnel operations and orthopaedics occasionally

Flu Clinics- JS reported that there are 3000 patients approx. that have chronic conditions that are entitled to a free flu jab. These patients have been written to or a text message has been sent to them inviting them to attend a flu jab clinic. The text message gives the patients to opt out if they so desire. To date 2500 patients have taken up the offer. The remaining patients have been written to again. The last flu clinic is on 14.11.17. Patients unable to get to the surgery will have a home visit.

Updates from Jane Sinfield Practice Manager-

JS asked the PPG to run an awareness week where members of the PPG are present in the surgery to promote the Advanced Care Practitioners (Advanced Care Practitioners), Getting patients to sign up for online access to order repeat prescriptions, book appointments and also to consent to having Enhanced Summary Care Records. Also to collect patients mobile numbers to update their records. The surgery now uses a system called MJOG which is a texting service whereby a message from the practice can be delivered to hundreds of patients

at the touch of a button. JS said they used this system to inform patients who were eligible for a free flu jab and said it was a very cost and time efficient way to contact a lot of people in one go quickly. The PPG agreed to organise a patient awareness week in February 2018

JS and SF announced that the surgery would be holding an Elf Day on December 8th 2017. It is a charity fundraising event in aid Dementia. The staff will be going to work dressed as elves! RS will promote the event on the Surgery's facebook page.

JS informed the PPG that Debbie Smith the phlebotomist has left the practice. Vicky Hewitt has joined the practice working on a Thursday and Friday as a nurse. Charlotte Taylor from the practice has undergone training as a phlebotomist along with Darshna who has been employed at the surgery recently. JS said that they are short on nursing staff until the New Year when a decision will be made by the partners to employ another nurse or healthcare assistant.

DO Not Attend Figures. Recently there has been an increase in the number of patients not attending their booked appointments and not letting the surgery know. There is no explanation for this. JS explained that any patient missing a booked appointment is written to. If they miss 3 appointments in a year they will not be able to book anymore appointments and will only be able to attend open morning surgery to see a doctor. AS suggested the surgery purchases a cheap mobile phone with its number just being used for patients wishing to cancel an appointment without having to wait in a queue to speak to a receptionist on the normal phone line. JS said that would require a member of staff to manage the phone and also the phone would be open to patients using it for other things other than cancelling an appointment. The amount of consulting time being wasted by patients failing to turn up to appointments needs to be promoted to try and reduce the numbers.

Online Patient Access to order repeat prescriptions SF explained the teething problems to the new way of ordering repeat prescriptions have settled down and a lot of patients are using the online access to re order. JS announced that repeat prescriptions are now being authorised for 2 months at a time ie if a patient orders 1 months worth of eg 28 tablets they will be dispensed 2 months worth of 56. This will hopefully cut down on workload. AS asked if this

would lead to patients stockpiling medication by still ordering every month but JS said the doctors would look at the date of the last request before authorisation.

Booking Appointments Online JS announced that more appointments are being released online to see not only the Partners but the salaried GPs as well now, However in order to stop patients booking up to 6 appointments at a time online this is being reduced to 2 as some patients are abusing the system. The appointment availability online is renewed on a two week rolling system automatically according to doctor availability.

Facebook Thank you to RS for setting up the Facebook page for the practice and keeping it updated with relevant information. This now needs a big promotion in order to get more patients to 'Like' the page in order for the surgery to communicate to a wider audience.

Becky Hunt ELRCCG Becky from the ELRCCG would like to attend one of our meetings to see what we do. She is forging a link between the ELRCCG and other PPGs in the East Leicestershire area in order for us to be able to share good practice. AS will inform her of our future meetings and invite her to attend.

The Role of the Advanced Care Practitioner (Nurse Practitioner) RS and AS met with Kelly Benning and Valerie Murphy as they asked to see us about promoting their role. KB informed that their title is changing to Advanced Care Practitioner which is more fitting for their role and qualifications. They have asked the PPG to promote their role as they feel some patients are reluctant to see them in open morning surgery as they are unsure of what they can see them about. They can see any patient with a new problem as they are qualified to prescribe and refer the same as a GP. AS and RS are awaiting detailed information about their roles in order to promote them.

Dates for Future PPG meetings 2018

Monday January 15th 4.30pm (To plan Awareness Week W/c 12.2.18)

Monday March 19th 5pm

Monday June 11th 5pm

Monday September 17th 5pm

AOB

JS said she had a request from a patient for a mobility scooter shelter near to the entrance to the medical centre. BP said that there isn't the room and would attract youths to congregate in it in the evenings. The bike shelter has been very badly vandalised by youths climbing on it and breaking the glass recently.