

Broomleys Surgery

Patient Participation Group meeting

Minutes

Date: Wednesday 25th October 2017

Time: 6.00 – 7.00pm

Venue: Waiting Room

Attendees: Deidre Dickinson; Colin Statham; Frances Johnson; Sandra Bassett; Alan Ayriss; Catherine Leeland-McLaurin

For the practice: Becki Sharpe; Kimberley Smith-Berry; Michelle Cliff; Emma Skinner; Karen Smith NURSE

Apologies: Dr Stuart Scrivens; Gordon Smith; Pauline Beall

Item	Item	Action	Owner
1.	Welcome and Introduction All new members welcomed	Information	BS
2.	Following on from Last Meeting Following on from our last meeting interest was shown in how our Flu Campaign generated income for the surgery. - QOF – awareness on Practice income regarding patient reviews (See information leaflet passed out to members at the meeting) it was discussed that it's not only our flu campaign that generates income for the surgery but also patients who have chronic illness – their annual reviews not only are there to support the patients' health but also will generate income. For example those who are diabetic have yearly and half years reviews.	Information	BS
3.	Mental Health - Provisions - Referrals - Let's Talk Wellbeing – Leaflet GS at the last meeting requested to have more information on this as she works within the area and at times finds it difficult to obtain GP assistance. BS touched upon Let's Talk wellbeing and how you can self-refer to the service, but they also provide support in other areas. Leaflets were made available for those who are interested in this service. They can also be located within the surgery or just ask a member of the team for more information.	Information	All
4.	Patient Question Time – an opportunity for patients to raise any questions to the practice team Online services was mentioned and it was discussed that around 21% of our patients have already registered for our online services and our reception team are continually offering this service to patients if they don't already have access. It was asked that if someone has visual impairments and are unable to use this service if partner could do on their behalf – MC mentioned that we do offer a proxy service allowing other members of a patient's family	Discussion	All

access on their behalf, a written authorisation form for this service is required, however when sending communications such as email – it is not as easily managed as text messages due to system limitations, even though the majority of surgeries use the system one services we operate using the emis system. There are pro's and con's to each both offering their own advantages.

CLM mentioned that her husband was on statins but not actually having a Blood Pressure check regularly or any blood tests, and was wanting to know that with him being on statins should this be monitored as only ever has a telephone consultation with a doctor with no physical check-up, KS replied stating, it is not always necessary to have regular monitoring, unless a patient presents with symptoms we wouldn't go looking for them, having said that it is always good to get up to date readings therefore if he would like to request having a blood pressure check we wouldn't say no he couldn't have one. It is also about taking ownership of your own health. Although if you are aged between 40 – 74 you are entitled to have an NHS Health Check and is done every 5 years, but if so wished could have a well man/well woman check yearly. CLM went on to mention that by only having a telephone consultation a patient could say that they are taking their medication when they should however not be doing and how would that be highlighted.

KS and KSB mentioned that it is fundamentally about trust, and as previously stated unless the patient is presenting with symptoms we wouldn't go looking. DD then mention that she had no symptoms at all and had a blood pressure check and is now on medication so it would be advisable to monitor annually and have recorded into patient's notes. You can get your blood pressure checked by going into any pharmacy and asking for this service, alternatively you can purchase a blood pressure monitor to be used at home, if it is required to do so.

AA mentioned that over the last 12 months he has noticed an improvement to services as well as the atmosphere within the surgery – he mentioned that all the staff are caring, considerate and approachable; he no longer feels rushed or a burden to the staff as we take our time to make sure that all the needs of the patient have been met and if we don't have the answers at the time we endeavour to find out and contact the patient back with the correct and most up to date information. AA went on to ask that sometimes when he is seeing a doctor he comes out and can often forget what was said – he asked if the GP would mind if he asked them to repeat or write the information down, KS replied we would rather you ask again and be clear on what was discussed then to go away unsure and worry and/or panic. If patients suffer from anxiety and feel as though sitting the main waiting area too much, just approach a member of the team and there is always a quieter area which you can sit until your appointment is called by the doctor.

FJ mentioned that it seems to be thought that a GP receptionists job is 'easy' when in reality it is not as we have to deal with patients at the worst moments and can get various severities of verbal abuse, as illness can cause personality changes, staff are

	<p>always looking to accommodate where we can and meet in the middle in order to meet patient's needs. DD added to this by saying that patients don't know what the receptionist home lives are like for example we could be dealing with personal bereavements within our personal lives, but still have to be professional and support with patients on a day to day basis. KSB mentioned again that all the staff are getting trained in all areas of communication as we now have the back up from the rest of team, we are always willing to help each other, support each other as well as getting help and support from the rest of the clinicians and admin staff.</p> <p>FJ went on to mention lack of appointments available through choose and book for physio appointments, MC commented that physio does have the longest waiting lists for appointments and approx. about 12weeks waiting list currently. MC also stated that she would look into it, however as far as we are aware it is working correctly with no issues.</p>		
5.	<p>Kimberly Smith-Berry (Medicine Management Team)</p> <p>KSB spoke about how the team are always attending training courses which will enable us to give the best possible service to our patients. All of the reception team are being trained on certain medications that are associated with different conditions to be able us to make sure that all patients are being booked in with the correct clinician depending on what reviews are required.</p> <p>KSB and KS mentioned that the reasons why reception are being asked to obtain a reason why a patient is requesting to see a doctor is that, depending on the reason, a doctor may not always be required, it has therefore been introduced by the government that all receptionists nationally have introduced this service, training regarding this has been given to the reception team.</p> <p>KSB mentioned that she will be the lead on promoting over the counter (OTC) medication such as paracetamol, which will lead to receptionists asking if patients have been taking the over the counter medication for the first 2 days of illness. Due to OTC medication such as paracetamol is cheaper to buy than it is getting on prescription – it is about educating patients and the local community, for those who don't have to pay for prescriptions don't realise that it still costs the NHS the price of a prescription which is currently £8.60 per item and paracetamol is 29p for 16 tablets at places like home bargains.</p> <p>It was mentioned to the group that we are always asking for feedback both negative and positive and patients can anonymously makes suggestions and/or comments and leave them in our suggestion box located in reception.</p>	Information	
6.	<p>Flu Campaign Update</p> <p>Last year we ordered 1600 flu vaccines and used them all. This year we have ordered 1800 and so far have administered approximately 1600 vaccines with around 450 left in the surgery to be administered. We were proactive when ordering the vaccines this year and requested that we have our delivery first, as soon as we were aware of our delivery date the team started to call patients to offer them a flu vaccine appointment. DD</p>	Information	All

	<p>mentioned about getting a letter regarding the appointments, KS answered saying that it isn't cost effective to send letters to our entire patient list who are eligible for a flu vaccine, however the team have dedicated time to call patients and are continually offering appointments, as the flu season is always around the same time every year.</p> <p>SB mentioned that she had struggled to get a flu vaccine appointment as when she had called up to book our clinics were full and was told that someone would call her back, which was stated never happened, she went on to say that she was very tempted to just go to Boots and have it there as she has done previous years. KS apologised for this but also stated that it is down to patient choice, however it helps the surgery if our patients do have their vaccine at the GP Practice. It was also mentioned that during our last meeting regarding advertising our services through local channels such as the Coalville Times would benefit non-frequent patients who don't always visit the surgery therefore don't see our notices and posters. – We are always looking for new ways to get word out to our patients within the local community.</p> <p>It was highlighted by KS that those patients who receive their prescriptions via EPS don't see the message we add on to inform patients to book in for their flu vaccine; this enabled us to learn from this and look into other avenues of informing patients. It was also mention that if a patient is passing the surgery especially during the morning clinic, pop in and ask for your flu vaccine, if we can we will always try to accommodate you and squeeze you in between appointments. All our GPs and other clinicians are asking if you have had your flu vaccine whist in for other appointments and if you haven't and wish to have one – you may be able to have whist in the surgery. There are however one or two of our clinicians who are not able to administer the vaccines.</p>		
7.	<p>Any other business</p> <ul style="list-style-type: none"> - How can the PPG support the Practice? E.g. services - Future structure of the PPG group – working in partnership – nominate a PPG Chair <p>BS mentioned about how the PPG members can work in partnership with the surgery to enable the PPG group only get better and more involved. BS handed out leaflets highlighting the different roles available within the group i.e. chair and treasurer to all attendees and asked that if anyone was interested in taking on one of these roles to let me know and we can discuss further at the next meeting. BS will also send the roles out to those members who weren't able to attend the meeting this time.</p>	Discussion	All
8.	<p>Date and Time of next meeting December 2017 – date to be confirmed</p>	Information	All