



Parkside Medical Practice

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A professional and caring team, responsive to the health needs of our community

MINUTES OF THE PATIENT PARTICIPATION GROUP (PPG) MEETING HELD THURSDAY 2nd MARCH 2017 AT 6PM

The meeting was attended by 12 patients.

Representing the practice were Dr Foster, Louise Owen (Practice Manager), Jo Booth (Senior Practice Nurse), Julie Huntrod (Receptionist), Marie Ricketts (Receptionist)

In attendance:

Eddie Olla, Mike Press and Charla Kearsley from Nottinghamshire Health Informatics Service (NHIS)

Kevin Banfield and Annabel Taylor (Nottingham City Council – Looking After Each Other Project and Citycare)

Cathy Mahmood and Kristen Horner (Rebalancing the Outer Estates)

Dr Foster welcomed everyone to the meeting and all present introduced themselves.

The meeting was chaired by Miss Sarita-Marie Rehman Wall.

1. Looking After Each Other Project – Kevin Banfield and Annabel Taylor

Kevin and Annabel attended the meeting as a follow on to the Community Nurse discussion at the meeting in November. Kevin explained that his project aimed to help people connect with services able to offer support in combating loneliness and isolation and asked the PPG for any ideas about how they might be able engage with the people who were 'hard to reach' (with apologies for the term used). It was noted that the Community Navigators had been very helpful, but funding for that particular project was coming to an end. Annabel explained that there was a community nurse already in post and what was needed were better ways to engage with people who were isolated. The social prescriptions scheme had been very successful.

It was suggested that notice board/displays might be a good way of promoting the scheme e.g. "Do you know someone who might benefit...." along with encouraging patients to register with GPs. Annabel explained that unfortunately there was no additional funding available to develop these ideas.

Dr Foster asked who isolated citizens might have contact with – possibilities included the Jobcentre, midwives, community matron and perhaps local councillors would like to become involved in the project.

It was noted that the Bulwell Partnership Group brings together many varied organisations and this might be another way of identifying citizens who might benefit from the Looking After Each Other Project. Annabel and Kevin asked if any members of the PPG might like to volunteer to work with them in developing the project. 2 members of the Group volunteered.

Kevin and Annabel were thanked for their attendance and left the meeting.

2. Arts on Prescription and Music at Riverside

Cathy Mahmood explained her role with the Rebalancing the Outer Estates Project and that Arts on Prescription was aiming to support citizens' mental health and artists were working with patients suffering from anxiety and mild mental health issues and a drop-in arts session at Crabtree Community Centre was being held.

Bulwell Arts Festival would be taking place once again in July and there would be live music performances during the event and it was hoped to utilise as many public spaces as possible in Bulwell. The Festival would include the Bulwell Listening Project.

Cathy asked whether the PPG would be supportive of music being played in the GP waiting room and opinion was mixed about the appropriateness of this and the need for a Performing Rights Licence. There was also some discussion about headphones being made available, but again concern was raised – both around sharing headphones and the possibility that the headphones may not be returned.

Cathy asked the PPG to fill in a survey about her project.

3. Telephones

Eddie Olla, Mike Press and Charla Kearsley from Nottinghamshire Health Informatics (NHIS) attended the meeting to explain and apologise to patients about the ongoing telephone system problems. Eddie explained that the previous system in the building was antiquated and a new one was installed on 29th December 2016 and the installation was carried out by a company called Alt-Tech. The installation had not worked resulting in severe problems for the practice and patients. The PPG asked why the system was already antiquated when the building was relatively new. NHIS explained that all technology develops over time and existing systems can become outdated.

Louise apologised for the ongoing problems with the system and explained that the practice had made a formal complaint to NHIS about the installation of the new telephone network. Eddie noted that NHIS had been very unhappy about how the work had been done and had commissioned an independent review.

The new system should have given more flexibility and resilience to the practice – which had clearly failed and had been a frustrating experience for all concerned. It should be recognised that the new telephone system did not simply support Parkside Medical Practice but was part of a wider Nottingham City network

At the time of the March meeting there had been some improvements made but work was still ongoing.

The PPG noted that the music on the phone system was not popular!

Action points for NHIS and Parkside Medical Practice:

- To continue to review how calls flow through the system
- To look at possible staffing changes in order to deal with peak call flows (but the PPG were asked to be aware that there was both a finite number of staff and budget)
- To review the music

Eddie, Mike and Charla were thanked for their attendance and left the meeting.

4. Minutes of the Meeting held 3 November 2016

The minutes had been circulated prior to the meeting and all present agreed that they were a true and accurate record.

5. Practice News

- **Staffing** – the practice had recently welcomed Dr Katharine Woodward (GP locum on 6 month contract) and ANP Andrew McGregor to the team. It was queried why the GP had a short-term contract and Dr Foster explained that this was very common now in the NHS.
- **Flu Campaign 2017** – uptake for the 2016 flu campaign had been very poor and the PPG were asked for suggestions about how this could be improved. Ideas included: posting invitations, letters to be sent from the PPG rather than the practice; ‘My Bulwell’ website; Radio Nottingham; promotion at community events. It was agreed that the lack of a Department of Health campaign had had an impact on flu vaccination uptake. Pharmacy involvement had also impacted upon the practice and unfortunately the practice was not always made aware when a patient had had a flu jab at a pharmacy.
- **“Patient Power Project”** – Dr Foster presented an outline of the ‘Patient Power Project’ which aimed to promote self-care and raise awareness to patients that they could access other more appropriate healthcare providers without necessarily needing to see a doctor. Dr Foster explained that this is part of the reason why our receptionists ask for brief details of what a patient’s illness/problem might be and that not all practices do this. It was noted that some patients understandably don’t like being asked and if a patient prefers not to tell the receptionist then that is fine. The aim of the Patient Power Project was to help the patient and to ensure that they don’t feel ‘fobbed off’. Marie commented that many patients she spoke to on the phone appreciated the help as they were not always aware of other services.
- **Physio First** - the practice had hosted a physio service for the last 18 months through which patients could be booked a 30 minute appointment with a physio without needing to see a GP first. The practice felt it had been very successful, but unfortunately funding for the project was being discontinued with effect from April 2017. Once the project had ended patients could self-refer to the physio service by telephoning 0300 131 0300.
- **Lung Health MOT** - Patients aged between 60 and 75 will be offered a Lung Health MOT which could help diagnose the early signs of lung disease. Smoking increases the risk of lung disease and Bulwell has some of the highest smoking rates in Nottingham. Around 35% of the local population smoke compared to the national average of 19%. The service, which is supported by Roy Castle Lung Cancer Foundation, offers patients a lung health check that can spot problems early, often before they notice anything, when treatment could be simpler and more successful. Eligible patients will receive an invitation to attend an appointment at the surgery through the post. The new service also offers patients access to a mobile CT scanner at the Riverside building so that they do not have to attend hospital for initial scans.

6. Any Other Business

- Appointments with the ANPS were being made available to book on-line as a trial.
- Congratulations were offered to Dr Foster following his recent contribution of artwork to the display in the Riverside building
- The Bulwell Arts Festival would again take place in July – the practice would be very happy to support displays of poetry in the waiting room.
- The patients asked about the self check-in screen which could be very temperamental. The practice would look into funding to change the screen.
- It was requested whether a hand gel dispenser could be made available next to the check-in screen. The practice would investigate.
- The presence of a staff photo board was raised again. Cathy Mahmood offered to take staff pictures if required.

7. Date and Time of Next Meeting

The meeting was originally planned for 8th June at 6pm but this date was subsequently changed due to staff commitments. **The new date is Thursday 15th June at 6pm at the surgery.**

Dr Foster thanked Miss Rehman-Wall for chairing and the meeting closed at 8.15pm.