



Parkside Medical Practice

Dr Deolkar, Dr Foster & Dr Hughes

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PATIENT PARTICIPATION GROUP MEETING 15 MAY 2014

The meeting was attended by 12 patients.

Representing the practice: Dr Foster, Dr Deolkar, Louise Owen (Practice Manager), Jo Booth (Nurse), Alison White (Receptionist), Ellie Blake (Health Care Assistant)

Apologies for absence were received from Dr Hughes.

In Attendance: Jason Mather and Laura Shepherd (Nottingham City CCG) – part meeting.

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

Louise explained that the 2 external speakers would present their items first and then the meeting proper would commence once they had left.

1. Looking After Each Other Project

Laura Shepherd and Jason Mather from Nottingham City CCG attended the meeting to inform the patient group about the 'Looking After Each Other Project' which aims to help patients look after themselves before seeing a GP or social services for minor ailments and also looks at trying to prevent social isolation and improving community knowledge about where to obtain help for certain issues.

There would be the possibility of a 'hub' in the surgery which could provide electronic information about health & minor ailments and local authority information. The patient group commented that not all patients would perhaps be comfortable using this and suggested that paper versions of the information should be provided alongside.

Laura and Jason explained that this was still an idea in development and that next steps would include working with voluntary organisations and neighbourhood co-ordinators. Future aims included having a co-ordinator based in all community organisations who would be aware of health issues (but would not be a clinician making diagnoses) and whilst at present the project was aimed at the 18+ years of age population it would eventually become an intergenerational project.

Jason went on to explain that the government had recently established a 'Challenge Fund' with the aim of improving patient access to GPs and that some of this money might become available to fund the self-help project.

The PPG agreed that this would be a useful resource for the community.

Laura Shepherd left the meeting.

2. Doctor First Update

The practice would be going ahead with the Dr First project from 30 June and had been working closely with 'Productive Primary Care' to analyse demand and capacity. The practice acknowledged that this would be a major change in the way patients would book GP appointments but should improve access for patients and help to reduce the number of DNAs (patients who didn't attend for their appointments and didn't cancel them).

Information leaflets about the new system were circulated.

Telephone call back appointments would still be bookable via the practice website.

Jason Mather left the meeting.

3. Minutes of Last Meeting and Matters Arising

The minutes of the last meeting had been circulated to all PPG members.

Photo Board – still under consideration

GP Vacancy – the practice was still trying to recruit a salaried GP but this was proving extremely difficult despite repeated advertising

GP Federation – the practice was working with 2 other local surgeries to provide treatment room services including ECGs, ear syringing and wound dressings. Other surgeries were able to refer patients to our practice and we had received very positive feedback about the services provided.

PPG Support for the Practice – Louise explained that this was still under consideration but that the practice would like some 'chunky' projects for the PPG to work on – ideas included patient education evenings e.g. diabetes, asthma etc.

Toys in the waiting room – Louise had checked with the building management team about any rules around the provision of toys. The only stipulation had been that the toys must meet safety standards and must be larger toys rather than, for instance, small cars which could cause a trip hazard.

4. Practice News – Research Trials

The practice was currently participating in 2 research trials:

HEAT (Helicobacter Eradication Aspirin Trial) - a large scale study designed to see whether a one week course of H. pylori eradication reduces hospitalisation for ulcer bleeding in patients using aspirin.

FAST (Febuxostat versus Allopurinol Streamlined Trial) - a major research project designed to assess the safety of drugs commonly used to treat gout in general practice.

Patients eligible to take part would be contacted by the practice in due course and invited to join the trials.

5. Any Other Business

The PPG raised a query about a recent prescription from hospital which could not be issued. Dr Foster explained that until discharge summaries/notifications from hospitals are received by the surgery prescriptions could not be issued.

The group also noted that the online prescription ordering system was useful but the 7 day embargo on ordering prescriptions could be a problem. Dr Foster explained that this was a patient safety issue and any amendment would need to be considered by the partners. The group also requested that notes added to online prescription requests by patients were noted and actioned by the surgery when processing them.

6. Date and Time of Next Meeting

The next meeting would be held on Thursday 18 September at 6pm.

Dr Foster thanked everyone for attending.