



Parkside Medical Practice

Dr Deolkar, Dr Foster & Dr Hughes

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MINUTES OF PATIENT PARTICIPATION GROUP MEETING HELD 24 SEPTEMBER 2015

The meeting was attended by 12 patients

The Practice was represented by Dr Foster, Louise Owen (Practice Manager), Judy Lunn (Practice Nurse), Jo Booth (Practice Nurse), Ellie Blake (HCA), Rachel Pinkett (Receptionist)

In attendance: Alan Welsh from Nottinghamshire Health Informatics

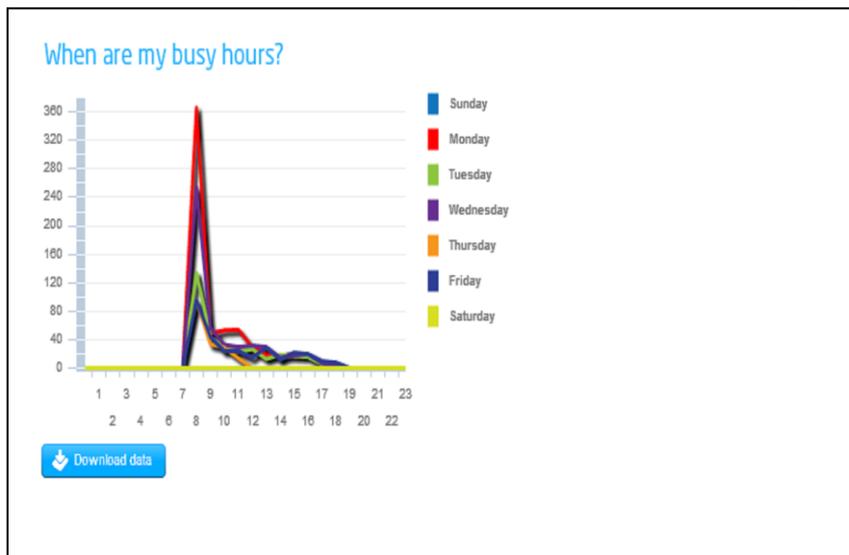
Dr Foster welcomed everyone to the meeting and all present introduced themselves. He then outlined the 'ground rules' for the meeting which were that all present would be given the opportunity to speak, but that comments/concerns should be made in a general way and reference should not be made to specific members of staff or specific personal problems.

1. **Apologies** – Miss Jacey Joyce (chair) was not able to attend the meeting and the meeting was therefore chaired by Dr Foster who offered Miss Joyce's apologies.
2. **Fit for Work Service** – unfortunately the representative from Fit for Work had not been able to attend the meeting.
3. **Joint Working with Leen View Surgery**
Dr Foster explained that the recent joint working collaboration with Leen View Surgery had come to an end. Dr Moss Langfield and Dr Hughes had already ceased working at the neighbouring surgery and Dr Foster himself would be returning fully to Parkside at the end of October. Ultimately Leen View Surgery had decided that the project was not for them and they did not wish to proceed any further with it. A member of the PPG noted that the residents of Bulwell had heard that the reasons for the initial joint working were around Leen View's insurance. Dr Foster commented that he did not wish to discuss specifics. The PPG then asked that if the reason for the collaboration had been to prevent Leen View surgery from collapse due to a lack of doctors what would happen now. Dr Foster confirmed that Leen View had recruited another GP and therefore were more stable.
4. **Minutes of the Meeting held 25 June 2015**
The minutes had been circulated prior to the meeting so they were not read in full but patients were asked if they had any comments:
 - The telephone system was "100% improved".

- One patient noted that he was unable to ring the surgery as his number was barred. Louise and Alan Welsh were already aware of this, but it was nothing that the surgery or NHIS had done and was felt that the reason lay with the patient's own telephone supplier. Alan Welsh offered to look into this further.
- 17 volunteers had been trained under the self-care pilot. The surgery now had a supply of social referral forms which could be used by clinicians for patients who needed some support with social issues.
- There had been some teething troubles with the new Electronic Prescribing System (EPS).
- Patients noted that they regularly received repeat items that they did not require when pharmacies ordered their repeat prescriptions. Patients were asked to let the practice know when this happened and the CCG would be advised.
- There was a discussion around the behaviour of some patients and perhaps a camera could be installed at the reception desk. Patients noted that some parents did not keep their children under control and perhaps mobile phones should be banned from the waiting room.

5. Progress on Telephone System

Louise showed the PPG some statistics around the numbers of calls received at the practice in the week prior to the meeting.



Peak Numbers of Calls always occur at 8.30am

- Monday 366 calls
- Tuesday 134 calls
- Wednesday 254 calls
- Thursday 95 calls
- Friday 95 calls

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6. Staffing

Dr Foster informed the PPG that Nurse Judy would be retiring at the end of September. She was thanked for all her hard work for the surgery and for patients and presented with a bouquet of flowers. Dr Foster noted that the practice would miss her and wished her well for the future.

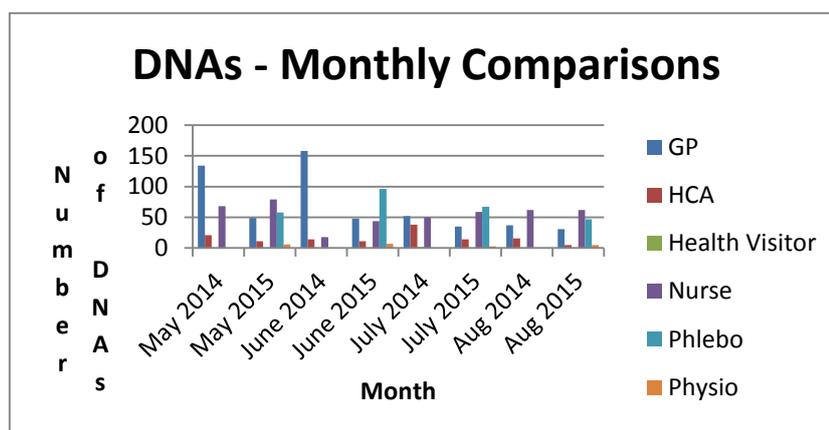
New nurse Elaine Webb would be starting work at the practice in October 2015. Elaine would be able to carry out very similar work to Judy although she was not a prescriber.

The practice had also recruited another GP – Dr Vinay Shankar – who had been working at the practice under the GP Fellowship Scheme which was aimed at retaining GPs in Nottinghamshire. Dr Shankar had done some of his training at the practice and the team was very pleased to welcome him back.

Louise offered an apology to the patient group if there had been any shortfall in service by the reception team over the last couple of months. The practice had experienced a high level of long-term sickness amongst the team which had meant the practice had been very short staffed and which had put a huge amount of pressure upon the remaining team members.

7. Appointments

Louise noted that we very often discussed our appointment system and the high non-attendance rates (DNAs) – where patients don't attend their appointment and don't let us know that they want to cancel - and showed the PPG some statistics about DNAs comparing May – August 2014 with May- August 2015. What was noticeable was the drop in DNAs for GP appointments when following the move to same day booking, but DNAs for nurses and other services remained high.



The PPG were also shown a summary of the DNAs from the current week:

10 GP appointments wasted
10 Nurse appointments wasted
4 HCA appointments wasted
10 Phlebo appointments wasted
2 Physio appointments wasted

36 appointments not attended or cancelled in total this week – 36 appointments which could have been offered to someone else.

Total time wasted = 7.5 hours.

The patients were asked what they thought of the current appointment system and the general opinion was that it seemed to be working well. Some of the comments made included:

“You have made no end of improvements, thank you very much”

“Lots of patients are very envious of the system we have here”

“I rang one morning for an appointment and was offered one 15 minutes later if I could get here”

“I am very satisfied with the service”

Now that the GPs were no longer dividing their time between 2 surgeries continuity should improve and it should become easier to see the doctor of choice. However, the GPs did not work every day, so any patient asking for a specific doctor would be advised whether they were working on that particular day or not.

8. New Results/Recalls Systems

Where test results were non-urgent or not serious patients would be sent a letter asking them to contact the surgery to make an appointment to discuss their results with a doctor.

The PPG asked whether it would be appropriate to contact patients via text message re test results. The practice staff noted that this is something that would have to be considered very carefully due to confidentiality issues – particularly where we have mobile numbers shared between family members.

Patients with a long-term health condition would be sent a letter in the month of their birthday inviting them to make an appointment to see either Ellie, our HCA, or our nurses Jo or Elaine.

9. Flu Jabs/Shingles/Childhood Vaccinations

Flu

The practice would be holding 2 drop-in clinics for flu vaccinations on Saturday 10th and Saturday 24th October between 8.30am and 12.30pm. Appointments were not necessary – patients could just come along. Alternatively if those dates were not convenient they could book an appointment by speaking to a receptionist.

Patients eligible for flu jabs include:

- ✓ Over 65s
- ✓ Carers
- ✓ Pregnant Women
- ✓ Those with long-term conditions e.g. asthma, diabetes, immunosuppression, CKD, CHD

Pharmacies were also offering flu jabs this year and Dr Foster noted that patients might be approached by the pharmacies to have their vaccinations done there.

Shingles

Anyone aged 70 could have the shingles vaccine on the NHS. Patients become eligible for the vaccine from the first day of September after their 70th birthday for the following year.

From September 1 2015, the shingles vaccine will be offered routinely to people aged 70 and, as a catch up, to those aged 78. Patients become eligible for the vaccine on the first day of September 2015 *after* they've turned 70 or 78 and remain so until the last day of August 2016.

In addition, anyone who was eligible for immunisation in the first two years of the programme but has not yet been vaccinated against shingles remains eligible until their 80th birthday. This includes:

- people aged 71 and 72 on 1 September 2015
- people aged 79

Children's Vaccinations

Children aged 2, 3 and 4 as at 31 August 2015 would be eligible for the flu nasal spray.

A new meningitis vaccination (MenACWY) would be offered to 18 year olds and anyone aged up to 25 who would be going to university.

There would be a catch up meningitis vaccination programme for babies.

10. Any Other Business

- **Walk-In Centres** – the PPG asked why the walk-in centres would be closing. The practice was not fully aware of the commissioning decisions behind the closure, but London Road centre would be remaining open as an urgent care centre.
- **Physio Appointments** – the practice offered physio appointments on a Tuesday afternoon and Friday morning for any patients with musculo-skeletal pain. The appointments were 30 minutes long and patients did not have to see a GP first, but could book direct. (Over 16s only).

Miss Jacey Joyce (PPG chair) joined the meeting at this point and offered her apologies for a very late arrival.

- **Sterile Gel** – the PPG asked if a sterile hand gel dispenser could be placed on the wall. *Action: Building management to be consulted.*
- **Practice Visit** – the practice had recently undergone its annual visit by the Clinical Commissioning Group and the PPG had been congratulated on its development and regular attendances by patients.
- **Final thank you to Judy!** She would be a hard act to follow.

11. Date of Next Meeting

It was agreed that the next meeting would be held on Thursday 10th December at 4pm at the surgery.

Dr Foster thanked everyone for their attendance and the meeting closed at 5.55pm.