

**Minutes of Wetmore Road Surgery
Patient Participation Group Meeting**
Thursday 14th April 2016

Present: **Patients x 5** Hazel B, Gillian H, Beryl W, Pam M, Steve W & Sarah C

Surgery staff Rob Paton – Practice Manager,

Apologies Ian N, Bernard P & Carrie S

<u>Agenda Items</u>	<u>Action</u>
<p>Opening Words from the Chair</p> <ul style="list-style-type: none"> • HB opened the meeting, welcomed everyone & thanked them for coming • The minutes of the last meeting were approved • HS has been missing from a few meetings without sending apologies, we need to see if she wants to continue as a member • After discussion around date of next meeting it was agreed to try a different day of the week. Wednesday 25th May at 6pm 	<p>SC</p>
<p>Appointment</p> <ul style="list-style-type: none"> • GH brought a letter from a patient who felt let down having to wait outside in freezing conditions having arrived early for an 8am appointment. There was consensus that this was not unusual. Patients often arrive in sufficient time to book in to be ready for an 8am appointment. RP explained the difficulty that once the doors are open patients expect receptionists to be booking appointments and this should start at 8am the same as the phone lines opening. Also receptionists should be ready for 8am but do have other jobs to do before they can open the door. When the weather is particularly bad they can open the doors 5 mins early if they are ready. One option was to stop the 8am appointments; open the doors at 8am and first appointment was 8.10am. Noone wanted to cut back on appointments. There was a question whether these appointments were intended for the infirm who may struggle more waiting outside in the cold for those at work who need to not take time off? In the short term it was suggested that when 8am appointments are booked patients could be made aware that the doors won't open until 8am but they should then be seen promptly. RP will monitor whether they are any significant delays at the start of the day exacerbated by the doors not being open. • There has been an ongoing problem with internet bookable appointments. The system keeps reverting to book appointments 4-16 days in advance, when very few are available. It should be set to 4-42 days. The practice can reset this if they are aware it has happened. RP asked us to email him directly should we notice it has happened. All pre-bookable appointments should be available to book by any means 	<p style="text-align: center;">RP to audit 8am appointment & talk to receptionists</p> <p style="text-align: center;">ALL to notify RP is aware</p>

<p>(online, phone or at reception)</p> <ul style="list-style-type: none"> • RP updated group on change to appointment system. From 9.5.16 all GPs will work on Mondays and there will be no pre-bookable appointments on Mondays. They will see as many patients as possible in the day, starting at 8.50am, to try and start the week without a backlog. The number of on the day appointments for the rest of the week will remain unchanged and any remaining appointments will be pre-bookable. • If a GP wants a patient to make a follow up appointment the patient will be given a slip to advice reception this is appropriate and whether it needs to be in a precise time frame or according to availability. The GPs do have facility to make a follow up appointment themselves if there is a specific need. • The yellow card system is being reviewed. Some patients are implying their need is urgent out of frustration at failing to get an appointment. 	
<p>Communication / Website</p> <ul style="list-style-type: none"> • It was agreed to set up a WetmorePPG@ or similar email address so this could be publicised as a means to contact the group without giving out personal contact details. If any inappropriate messages are sent (eg complaints) the patient will be redirected to contact the surgery directly. • Those present gave SC their phone numbers in case of emergency (eg cancellation of meeting at short notice). Those not present need to pass these onto SC. • The notice board will be updated with contact email, notification of next meeting. We also agreed to put a new comments box next to the board. Any PPG members in the surgery will check for messages and pass these on to SC. SC will call in when passing if no one has been in a couple of weeks before each meeting. • The minutes of each meeting are put on the website after they have been approved at the following meeting. RB will ask Amanda to check the correct minutes are posted from Nov 15. He will also ask for the Virtual PPG tab to be removed from the website. 	<p>IN, BP, CS to contact SC directly</p> <p>SC purchase box, make signs.</p> <p>RP to provide paper & pens for box</p> <p>RP</p>
<p>Pharmacy news</p> <ul style="list-style-type: none"> • The NHS are trying to save money by limiting expenditure on pharmacies, they are springing up all over the place and changes need to be made. There is concern this may affect local services where patients built up a clinical relationship with a pharmacist. Some patients prefer the local services over the large chains/supermarkets although their opening hours are favourable. There are always some places that provide a better service than others. It was highlighted there is an ongoing petition and people are encouraged to write to their MP if they have opinions they want to express but it was left to 	

<p>individuals to act as they felt best.</p> <ul style="list-style-type: none"> RP explained some of the other changes linked to this that are coming in. Electronic Prescribing (EPS2) will be coming in from 27.6.16 Prescriptions will be sent electronically to whichever pharmacy a patient is registered with. While it will reduce paperwork there were some concerns that there could be over-prescribing and increased wastage if a pharmacist isn't checking whether everything on the repeat list is actually needed. It won't only be repeat prescriptions sent electronically, it will also be possible to send acute ones. Patients need to check they are registered with the right pharmacist or prescriptions could end up in the wrong place. Clarification is needed on how controlled drugs will be prescribed with EPS2. From this week slips will be attached to repeat prescriptions advising patients of the changes and what they need to do. There may be bigger changes as the CCG development plan is drawn up. 	
<p>Primary Medical Care Questionnaire</p> <ul style="list-style-type: none"> This was completed together and SC will type it up and forward it to IN. Some of the questions were ambiguous and others were surrounding issues the PPG was already very aware of. There was a general consensus in discussing out of hours services that Burton has a real need for a Walk in type centre. The one at Lichfield works well and Lichfield is smaller than Burton. Swadlincote is a different health authority and sometimes refuse to treat patients from Burton. This was highlighted on the questionnaire. 	<p>SC</p>
<p>Correspondence</p> <ul style="list-style-type: none"> There was a lot of interest in what Burton Albion were offering but insufficient detail about a meeting. RP will feed this back and see if he can find out more N.A.P.P – no one knew how to log in to the members area of the website but as the practice pay the subscription we should have access to it. SC will try and create a new log in when the PPG email is set up. If that fails RP will investigate further. N.A.P.P. Conference. The practice are willing to pay the booking fee for 2 members of the PPG to attend and their petrol costs. It is in Warrington on 11th June. To take advantage of the early booking discount it was agreed to give until 22.4.16 for members to express an interest in going. If anyone would like to go please contact SC by this date. 	<p>RP</p> <p>SC/RP</p> <p>ALL</p>
<p>Future Meetings</p> <ul style="list-style-type: none"> RP has been asking for volunteers to come and talk to us about their jobs. So far he has had offers from a nurse, a receptionist and the pharmacist from Manor pharmacy next door. He will book one of them for the next meeting. The next meeting will serve as the AGM. As SC was only voted in as secretary last meeting and no one felt inclined towards a change of Chair it was decided these positions could be put forward for ratification at the meeting. If anyone does want to nominate themselves or another member for either role please notify RP. To give us time to arrange for a vote on this if it became necessary please 	<p>RP to book and notify SC who is coming</p> <p>ALL</p>

<p>contact RP by the end of April.</p> <ul style="list-style-type: none">• A GP will be invited to attend as the meeting is serving as the AGM• Any items for the agenda need to be passed to SC 2 weeks before the meeting (11.5.16)• RP will send texts to patients over 18 notifying them of the meeting	<p>ALL</p> <p>RP</p>
<p>The meeting closed at 7.30pm</p>	