

Hadwen Medical Practice

Patient Participation Group Meeting Minutes

28 June 2018 @ 7pm

Members present: Deborah.N.Ssenabulya (**Minutes**), Judith Coney-Jones, Diane Howitt, Stan Howitt, Cheryl Bharsley, Keith Bharsley, Sam Dunn, Susan Donnelly.

Apologies: Pat McCann, Trevor Light, Chris Rogers

In attendance: Ian Robertson- **Acting Chair** and **Management Partner**; Joyce Yhnell- **Patient Services Manager**, Reehana Moettoli-**Clinical Pharmacist**, Ruth Marshall -**Pharmacy Technician**

1. Update from the Prescribing team

Reehana gave us a brief overview on the role of prescription services within the surgery, issues that could be resolved, what we can do together and how we could move forward.

She said the team consists of a clinical pharmacist, pharmacy technician, prescription administrators and prescription support administrators. Staff help with monitoring repeat prescriptions, need for blood tests, provide help with any queries and they contact GPs if need be.

Reehana said her team processes prescription requests and sort out patients' prescription queries which removes the need for many to book another appointment with their GP. They deal with any issues concerning care homes, discharge letters, outpatient letters and prescriptions. In addition, they look out for any national safety warnings and national prescribing directives from the regulatory agency, MHRA.

The prescribing team goes through online prescriptions every morning and occasionally may request the patient to come into the practice. If prescription is not granted they frequently use the online messaging service unless a queried prescription came in through a community pharmacist. Online messaging is also used for blood test reminders. For people who call into the surgery and leave a voicemail message for the team, they have set a 3-hour window to answer any prescription queries.

Action point: a reminder to patients to lookout for online prescription messages.

Over the Counter Medicines- The meeting was informed of changes to prescription at GP surgeries; Over the counter medicines can no longer be prescribed by doctors except for a few medical conditions and special circumstances. The reason is that the cost of these medicines, if obtained through a doctor/pharmacist is much greater than someone buying

them over the counter. The estimated cost is about £140 million nationally and about £2 million locally.

How can the PPG spread the word? We could use the surgery video screen, place a message on the online prescription, hand out leaflets or have volunteers trained to explain to patients. PPG volunteers- Judith and Diane will be trained by Reehana.

2. Phase 2 of surgery redevelopment progress

Everything is on track and will be ready by mid-September. The pharmacy has now moved to its permanent position. To reduce errors, a robot will be placed in the pharmacy to help with prescriptions. There will be 9 more rooms including rooms for patient records, district nurses and health visitors. St Michaels will run until Dec 2019. Medical staff can access medical records from anywhere, even for temporary patients if the affected individual signed the consent form to access their medical records.

3. Practice Update.

Ian said services that save patients from moving around will now be available such as ultrasound, Macmillan next steps and other agencies. Regarding coverage he said doctors who were off for maternity leave and long-term illness are back. We have locums coming in to cover any gaps. On the nursing side another nurse practitioner will soon join bringing the total number up to four.

Issues: Surgery carpark signs needed. Ian said this is being worked on. There will also be a protected zone for patients as they wait for the ambulance to arrive.

-The touch screen can get dirty sometimes- Joyce said she cleans it twice daily.

- There were concerns about the expanding practice not matching the GP base. We were informed that depending on the funding another salaried GP will come in, most likely by the end of this year.

4. Cluster Update

Extended access is available for the HQR cluster (Hadwen, Quedgeley and Rosebank practices). Patients can access appointments at any of the 3 surgeries. HQR cluster services are available at Hadwen on Tuesday and Wednesday evening and one Saturday. However, these services are better for acute issues as opposed to long term illnesses.

5. Ideas from Chairman to develop the PPG further- Postponed to the next meeting when the chairman is present.

6. AOBs.

- There were concerns following media stories about a £5 fee for all appointments at GP surgery. This user fee is meant to deter patients from missing appointments. We were informed Ian said it would involve a lot of administrative work and that it would be difficult to implement. Further still the number of missed appointments (DNA/did not attend) at Hadwen Medical have gone down. This is because the Practice has been seriously working on it by sending out text message reminders. In addition, if two appointments are missed in 12 months then a letter goes out to gently remind the individual. Patient advisers also check that there are no major reasons for a patient not turning up. If this continues then considerations are made by senior administrative staff to remove the person from the Practice list. As a result, there has been a 50% reduction in DNAs
- Discussed how to improve the surgery ratings. Ian said this would be the next priority now that the new building project is nearly over. Inconsistencies in the service received at reception were reported; largely good but a couple of times some patients were disappointed. Joyce advised that at the surgery or any organisation if you can't get what you need then always ask to speak to a supervisor. There were some compliments in favour of the surgery. The PPG asked if we could have these on the Practice Facebook page. Rowan's trust is also on Facebook, it would be great to get updates about it.
- Some time back there was a glitch in the phone systems where the phone would ring for about 7 min then switches you off. Also, at some point text reminders were not going out and the Practice was unaware. This has now been sorted.
- Tarmac to the surgery is a bit bubbly –Ian has already mentioned it to contractors.
- Touch screen/ leaflet rack/directions - Joyce said volunteers are still needed even if it is only for ½ an hour on any day.

7. Date of next meeting – proposed 27 September 2018