

Minutes

Hadwen Medical Practice

Patient Participation Group Meeting

8 October 2015 at 7pm

Members present: Pat McCann (**Chairperson**), Andy Kirby ,Cheryl Charsley , Deborah N Ssenabulya (**Minutes taker**), Graham Wightwick, Judith Coney-Jones ,Michael Liddell, Trevor Light, Chris Rogers, Suzanne Donnelly. **In attendance:** Ian Robertson (**Practice Manager**), Joyce Yhnell (**Reception Manager**), Natasha Newman (**Administration Manager**), Dr Chris Hewer (**GP**)

Apologies were received from Michelle Booy, Swetha Venkatanarayanan, Madeleine Knight

1	Introduction to new committee members: Pat informed the meeting that three new PPG members were expected.
2.	Minutes from last meeting. Pat thanked Deborah for taking minutes and for quickly circulating them. There were no objections to the minutes.
3	Joint Injections – An overview by Dr Chris Hewer: Dr Hewer said joint injections are mainly for administering steroids. However injections may be used to withdraw fluid. Injecting into a joint reduces pain and inflammation such as in cases of tendinitis. He said that he may or may not use local anaesthesia before giving the injections. He warned that arthritis would not be cured by injections; it may only offer temporary relief. However with carpal tunnel they could be helpful in shrinking the nerve and reducing the pressure. About 95% of non- arthritis joint injections given are effective first time. Giving these joint injections at the surgery is beneficial as it saves hospital visits. Graham asked whether the injections would be useful for damaged tendons for example those injured when lifting something or for neck pain. Dr Hewer didn't think these injections would help in such situations. Michael asked about the role of Botox here. Dr Hewer said the use of Botox is a specialist area and it can be used in a number of ways. He was aware that some Practices use it, especially private GP Practices.
3	Customer Service Survey/NHS Choices: Ian said that a national survey of randomly selected patients from GP Practices is carried out every 6 months. Unfortunately for the last survey the Surgery customer service had dropped significantly. Joyce said that of all the Practices in the survey Hadwen came second from the bottom. Following this the Practice carried out its own online survey in which 486 patients participated. For this survey there was a 91% satisfaction with Receptionist services which is comparable to well performing Practices in the region. Joyce mentioned that some lessons were learnt (such as smiling more often) from the internal survey because patients had an opportunity to expand their responses. Some members suggested that perhaps surgeries that outwardly look busier than others may seem more helpful. Joyce emphasised the need for patients who are not satisfied with any service to speak to the Practice staff instead of waiting for the survey. Also people heard complaining about services at the Surgery should be encouraged to talk directly to staff. NHS choices: Ian said that 6 positive comments have recently been posted there. He also pointed out that people who have a bad experience are more likely to comment. The Practice is now encouraging patients with positive experiences to write about them.
4	E-Consultations trial: Ian said that in addition to the Choice plus appointment system there are other ways of consultation. E – Consultation trials have been made. It

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	<p>involves logging in online, entering the problem and then based on your responses the system takes you through a number of stages. There was a view that some people may exaggerate their symptoms just to get through to a doctor. Dr Hewer considers it simpler for the doctors to ask questions themselves. The Surgery has trialled it and has not been impressed. Presently the Practice is also looking at video consultations and will keep the meeting up to date.</p> <p>Action: Ian will send out an E- consultation link to PPG members for trial.</p>
5	<p>Building Update: Ian said that 32 people responded online while just over 300 did so at the Practice. There were no objections at all to the building. There were a few minor concerns raised such as trees, flooding risks, badgers etc. and these have all been addressed. The final decision is expected next week 14 October. This will be followed by making detailed plans and tendering. Building work will start mid-February next year. In the interim period the pharmacy will operate from inside the Surgery.</p> <p>A question was raised about the height of the Practice but the meeting was reassured that it is not as high as nearby Morrisons supermarket.</p>
6	<p>Correspondence between GPs and GRH/CGH: Graham asked if GPs at the Practice would send consultation Emails to hospital consultants. He said that presently letters are dictated and this had caused delays for a patient whose GP letter had not arrived at the referral unit in time. He said that doctors should try to follow through with actions they have discussed with a patient. He also raised questions about consistency of GP names used between the surgery and the referral centre. There were further discussions about Practice communication when patients are allocated a new GP. Graham was informed that referrals go through electronically but letters are still dictated. The referral letter may contain the attending GP but the response comes back addressed to the registered GP for the patient. The letter is still forwarded to the referring doctor. Natasha said up to 250 letters are scanned daily. Ian said that all patients are allocated a GP mainly for administrative purposes. Patients are informed of a change of their personal doctor at the earliest opportunity; Only patients aged 75 and above receive a letter about change of their personal doctors. It was noted that Dr Humphrey wrote a letter to his regular attendees that he was leaving the Practice.</p>
	<p>Reliability of Vision online system:- Ian received several complaints when the system was down over one weekend in September. Vision apologised for the technical problem. They were asked to put up a notice in future, before being prompted, so that patients are aware.</p> <p>-Judith mentioned that the drop down list does not contain the entire list of doctors. For instance she found that some doctors' names are missing.eg Dr Haynes. The meeting was informed that the issue will be investigated.</p>
	<p>Hospital Referrals: There were concerns recent news reports that doctors would be given a bonus for referring fewer patients. The meeting was reassured that it wasn't happening at Hadwen Practice.</p>
7	<p>AOB: Michael said that full time carers are denied a flu jab on the NHS yet the people they care for can have one. He said that he has raised a complaint on this with the Gloucestershire Care Services. Ian promised to follow up.</p>
8	<p>Date of next meeting –Thursday 14/01/2016</p>