

## HEATH LANE SURGERY PATIENT PARTICIPATION GROUP

THURSDAY 24<sup>th</sup> NOVEMBER 2016

### Present

Roger Ellis, Wendy Edwards, Margaret Stevens, Jackie Telford, Jan Gregson, Mathew Hulbert, Claire Taylor, Ann Walsh, Eunice Ward, Donna Macintyre, Ann Myatt, Hazel Thomasson, Dr Morgan & Leanne Thomasson.

### Apologies

Ann Sowman & Diane Lucking.

### Welcome

Roger welcomed everyone to the meeting. John Brown has resigned from the committee. Roger has been in touch with Andy Burns who has also resigned, thanking him for his help. The meeting will revert to upstairs in the future.

### Notes from last meeting

All had received a copy of the minutes.

### Notice board campaign

The next campaign will be "Stay Warm this Winter." Claire said that this should be on the board at the beginning of December. Claire had researched work on national campaigns, reading out a list; some of these campaigns only run for one week and were a lot of work for one week. Claire asked the group if they had any suggestions for campaigns; Roger suggested a campaign for diabetes, combining this with the national campaign.

### Medical waste campaign

This campaign has been on the notice boards for two months. Some organisations have expressed various concerns with this campaign at a national level and these are currently being looked into further.

'Little book' self-help series Dr Eynon suggested advertising this 'little book' scheme, a series of self-help books for patients and their carers. Dr Eynon thought it would be a good idea to have a set in the surgery; there is also a set in the library. These have been ordered for patients to be able to borrow.

## **Locality PPG meeting**

Claire and Mathew had both attended this meeting; the speaker was Gillian Adams who was very dynamic and raised money for various causes. Claire had emailed the group with notes.

## **Practice Updates:**

**Saturday 'flu days'** the first day was attended by 1,000 patients, the second day 800 patients attended. The practice reported having given fewer vaccinations by this stage of year than they would normally expect. Donna told Ann she had tried to book an appointment at the surgery for a flu injection and was told to go to the pharmacist. Hazel responded that she had had a similar experience, asking at the beginning of November for an injection and told she had to wait until 14<sup>th</sup> December. Ann will investigate.

Claire had asked various patients about their experiences: quite a few reported having gone to the chemist; Claire said she was not happy about the length of the queues and that she thought the sessions need to be looked into. Ann said one of the challenges was people coming before their allotted time and before the doors were open. Roger said most patients seemed happy with the system and more PPG help was required on both days. Unfortunately only 4 members arrived on the second day. Hazel had offered to help but had had no response; it was agreed that members would organise and staff both days themselves next year letting Ruth know their availability.

Claire said that the template used for the smoking survey on the days needs revising. This will be considered next year if practices are required to collate the same information.

Ann Walsh asked if any volunteers to come into surgery to speak to patients and encourage them to have the injection; Ann Myatt will contact Ann.

**WLCCP PPG meeting** Claire has forwarded details from the last meeting and will be attending next meeting on Monday 28<sup>th</sup> November.

**Staffing** Dr Joshi and Dr Vania, trainee doctors, will be moving on from the practice on 6<sup>th</sup> December. Dr Pareek and Dr Villanueva, trainee doctors, start on 8<sup>th</sup> December. Aimee Leach, receptionist, is returning from maternity leave in December. Dr Jess Batton, Registrar, is returning in January. Alison Broughton, receptionist, is leaving tomorrow.

**New Telephone System there** is now a menu on the system. Calls relating to the administration team can be redirected between 9am – 4pm; this will hopefully help callers to be answered more promptly. There is also a message on the system asking callers to request test results after 11am. The surgery has a facility to see how many calls are waiting in the queue; Ruth, Senior Receptionist, can monitor this and help out if needed.

### **AOB**

**Repeat prescriptions** Eunice Ward asked a question about repeat prescriptions; a short discussion followed with Ann and Dr Morgan. Eunice asked how long repeat prescriptions lasted for: this is normally reviewed after a year and Dr Morgan explained the procedure. Hazel also asked a question about prescription ordering on- line; Donna said that ordering prescriptions on line had not been a problem for her.

**Extension to the surgery** Eunice asked about an extension to the surgery. NHS England has approved an extension in principle, providing a % of the money; the partners also have to provide a % and there are time limits on this. The practice is already in the process of creating an additional clinical room. Ann and Jeanette moving out of their offices into a new subdivided room. The Practice hoping to alter car park once development starts adjacent to the car park.

**Demand matching capacity** Ann Walsh said the demand on the GP practice is increasing and therefore, receptionists are asking patient's reason for call, then directing them in right direction, i.e. if problem could be dealt with by a nurse not a doctor. Some patients not happy with being questioned by receptionists. Ann asked the group if there was any way this could be dealt with better; the group gave some helpful suggestions.

Hazel asked about age group for pneumonia injections = 65 years+, also asking about shingles injection.

Roger wished everyone an early Merry Christmas.

### **Date of next meeting**

Thursday 26<sup>th</sup> January 2017 @ 6. 30pm.