

Patient Participation Group

Notes from the Meeting Held 1st March 2017

Present: IJ, PS, DH, DH2, SG, SB, MB, PE, MI

Mr Simon Guy (Business Manager), Dr Paul McClintock

Apologies: AW, NP

1. The notes from the previous meeting were agreed.
2. Matters Arising:
There were no matters arising
3. News Updates
We discussed the changes in the clinical team with Dr Franc now back from maternity leave and Dr Frew due back in late April. We have recruited Dr Bryant to the additional salaried GP position making a team of 8 regular GPs. We will then be able to wind down our use of locum GPs. In addition we have 1 GP Registrar currently and another starting in May. So we will have more GP time than we've had for some time.
4. Urgent care advice card
Some patients do not seek urgent care advice at an appropriate time, some are reluctant to contact NHS 111 out of hours or even attend A&E when it's appropriate to do so. In order to try and give patients clearer guidance on where to seek advice we have produced a draft urgent care advice card. The draft was circulated at the meeting for discussion with a view to changes being made to the final design and the cards being commercially printed. The GPs would keep a supply of cards in their rooms and visit bags and where appropriate would provide these to patients. The cards have general information on the urgent care services available and there's also space for a GP to write specific comments – for example a blood pressure – where this might assist a colleague working in a different organisation without access to the medical record.
5. Lloyds pharmacy opening hours
This was raised by the PPG with reference to the reduced hours worked by Lloyds compared with their initial opening hours. This was a commercial decision which was agreed with NHS England. However the opening hours do generally match up with the Practice hours, though on a Monday, Tuesday and Wednesday we open for 1 hour later in the evening. Presumably the volume of prescriptions at those times is very low. Patients do have the alternative of visiting Tesco pharmacy after 7pm.

6. Repeat prescription forms
We discussed the content of the right-hand side of printed prescription forms. One possible change to the form is to add the opening times of the telephone orderline. An issue that we can't do much about is the way these right-hand sides print at the pharmacy when transmitted electronically. National standards mean that the way they are printed can't be changed, with medication being listed in a different order and the size and type of font used all pre-determined and slightly different in appearance to what we use. People with less good eyesight might as a consequence struggle to read these pharmacy printouts. Patients could either opt to receive paper prescriptions from us – rather than using the electronic prescribing system, or they ask the pharmacy to enlarge their right-hand side on a photocopier. This is something we would be happy to do for any patient on request.

7. Newsletter
The draft newsletter was previously circulated on email and the final version went out a few days previously. An idea for the next newsletter would be to build on the urgent care card discussed earlier and note local NHS services.

8. Any Other Business
 - a) Pharmacist-led asthma clinics
We have recently run a few asthma clinics which are pharmacist-led with this resource not being provided directly by the Practice. Feedback has been very good but it is a project of limited scope and duration.
 - b) Whistle-blowing changes
NHS organisations are being directed to amend their whistle-blowing policies. How this affects Primary Care is unclear at this stage but the Practice will report back at a future meeting.

Date of next meeting – June 2017