

# Patient Participation Group

## Notes from the Meeting Held 24<sup>th</sup> September 2019

Present: SG, DH, DH2, MB, IJ

Dr Paul McClintock, Mr Simon Guy (Business Manager)

1. The notes from the previous meeting were agreed.
2. Surgery timings – The feedback from the GPs regarding the changes to the timing of appointments was universally positive. By providing intervals between patients of 15 minutes rather than 10 minutes the GPs were keeping to time better and were under less time pressure generally. The Practice is closely monitoring the impact on waiting times for appointments and adding additional capacity via extra sessions or locum GPs as necessary.
3. News and team Updates  
We have received patient feedback from Healthwatch which was circulated at the meeting and was overwhelmingly positive.

In early August we said goodbye to our GP Registrars Dr Sam Ferguson and Dr Maddie Moat and were joined by Dr Eleanor Walker, Dr Mie Maxwell-Smith and Dr Eleanor Lear. Dr Emily Bryant is now back from maternity leave and working two half-days per week to start with. In the new year she will be working the equivalent of two full days per week. This will reduce our need for locum GPs to keep appointment waiting times down.

We have also appointed two new members of the admin team. We have an additional receptionist called Sara and have appointed Julie to a new role of Recall Administrator. This will enable us to combine the efforts of different members of the team into a single role and also allow us to enhance the call and recall systems to make them more robust and ensure that patients are called for review appointments in a timely way. We plan to extend our use of text messaging and telephone reminders and to move in the future to a largely birthday recall system.

5. Primary Care Networks (PCNs)  
The local PCN was officially formed in July so it's early days as yet. Simon Guy is the Burn Brae Medical Group PCN Board Member and attends monthly board meetings. The early phase of development is the

establishment of the structure of the new organisation and the written agreements that are required for Practices to operate within the PCN. We will soon be able to access funding for pharmacists and social prescribers to work across Practices in the PCN.

6. Telephone System Update

The new phone system is largely working fine though we are still experiencing intermittent problems with the phone lines. Our supplier is trying to pin down the issues but it does mean that sometimes calls are dropped suddenly which is irritating for staff and patients alike.

7. Flu Programme

The 2019/20 flu vaccination season is already well underway. This year we are using three vaccines: Fludac for the over 65s, Flucelvax for the adults under 65 and Fluenz Tetra children. The Flucelvax is relatively new to the NHS programme and is a cell-based vaccine rather than having been grown in eggs.

The risk groups are the same as last year and we're aiming for high uptake across all groups. We know that the majority of local Practices are experiencing lengthy delays in receiving their under 65 vaccine but our selection of vaccines means that we're not subject to the same delays. As in previous years we are using a variety of methods to call patients including text messages, written letters and phone calls.

8. Pharmacy prescription delivery services

Some local pharmacies are now charging patients for the home delivery of their medication. The PPG discuss the issues behind that and the fact that pharmacies have never been obliged to offer a home delivery service, let alone one that was free. Patients are able to "shop around" but the Practice is obliged to remain neutral on the patients' choice of pharmacy.

9. Any other business

We are refreshing our work on the "You're welcome" programme for young people as part of our annual review of services.

Next meeting December 2019