



**Rother House Medical Centre
Patient Participation Group Meeting
Wednesday 21st October 2015
18:30 Rother House waiting area**

Present: Tony Jefferson, Heather Golding, Annette Smith, Elizabeth Dixon, Peter Toozer, Chris Strangwood, Linda Pollock, Jane Vance, Jan Spencer, Tom Ganner, Dr Sam Khan and Dr Cristina Ramos.

Apologies: Mark Felton, Russell Young, Sally Bee, Shelagh Williams, Amanda Peak and Laura Faulcher.

Minutes of Previous meeting:

The Minutes of the previous Patient Participation Group Meeting held on 1.7.15 had been circulated by TG. It was agreed by those present that they were an accurate record of that meeting.

Matters arising from minutes not covered in agenda Some items are recurrent in today's meeting.

Items for AOB (Chair to filter)

LP - sadness about Dr Gasper
ED - has become a Trustee of Stratford Foodbank.

Update from SWCCG PPG (ED)

Next meeting due to take place next week. Have recently had AGM. Following meetings ED sends information to Tom who circulates to other PPG members via email. Yesterday ED attended a workshop on Out Of Hours services for 2016. Tom commented that the IT infrastructure is now in place and being developed further to support OOH. Care UK being replaced 1.9.16.

Confidentiality at Reception desk (HG)

HG had recently been in waiting room and witnessed patient having difficulty communicating with Receptionist. Queue of patients to the door. All of waiting room heard conversation of Receptionist asking if patient needed an interpreter to be arranged. HG asked 1. Could patient have been taken somewhere more private? 2. Could Receptionist not have called someone else to help with queue of patients? Tom responded not always room available but could have been handled better. Reception usually have support at back of Reception and do usually call on them for help however if no-one else downstairs would mean calling someone off answering phones upstairs to help. Tom will highlight this observation with Receptionists.

Reception Staffing (Tom)

We are about to lose four Receptionists, three of which are Jade and Verity who had completed their apprenticeships and were working permanently and Tammy who has found another job at Welcombe Hills School. Ali Berkley will be leaving us in the new year. Also Hilary Hunt will be finishing at the end of December. Hilary stepped down from her role as Senior Receptionist and has been continuing in a training role until Christmas. There is no longer a Senior Receptionist role but our Secretary Moira Taylor has taken on the role of Reception Manager. Moira has been at Rother House for more than 25 years and worked as a Receptionist before she became the Practice Secretary. Our advertising campaign has resulted in a large number of applications and over the next couple of weeks we will be interviewing and are looking to appoint several Receptionists. We are also looking to take on one more apprentice. Tom is anticipating that there may be a few difficulties in November and December while we get people trained, however some applicants have previous experience so we will see.

Electronic Prescription System (EPS) (TG & JV) Update

Following the move to EPS two months ago, JV reported it is going very well and 32% of all patients that have repeat medications have a nominated pharmacist. JV mentioned that the only glitch is that patients think it happens instantly. However it can still take up to 48 hours for the Drs to authorise the prescriptions. From the Dispensary point of view it has made things a lot easier. SK explained the procedure of what happens to the meeting. It was confirmed that CD's still have to be picked up as they are not done electronically. TG commented that the system reduces human error, reduces the need to print scripts and leaves an audit trail providing better patient safety. JV did point out that patients should be aware that Pharmacies can change nominations so patients need to make sure that their choice of pharmacy is correct on the system.

Online prescription ordering service (TG & JV) Update

We currently have 5 – 6,000 online registrations. Recently this has been complicated by us having to de-register children from the age of 11 years upwards from their parents registration because of confidentiality issues (particularly for girls). Their parents are still able to book online appointments but not to request repeat prescriptions. There is a yearly review.

The online system also now allows test results to be viewed but does not show any comments made by the Dr relating to the results. This function will be especially useful for patients being monitored on particular drugs to follow their results.

AS said it takes less time to order online. JV says now that the online system for requesting prescriptions is better we are receiving less requests by email.

Notification if possible if problems with repeat prescriptions (HG)

HG had recently had a problem with her husbands prescription. She had allowed 3 days for the script to get to Tesco only to find that it had been refused. Then the next day ~~it~~ was missing at Tesco and then they eventually ended up with a double lot of prescription. JV explained that Drs are picking up queries with scripts; if the patient needs review and is not happy to re-issue the script might be rejected but if it is routine they will issue one month on the basis that the patient is seen before the next script. HG wondered if the patient could be contacted to let them know that the script had been rejected? JV says a message is sent to the Pharmacist and Reception. Tom added that in time we should get over the backlog 'hump' of patients who need to be reviewed. JV said that the system needs time but for members of the PPG to let Dispensary staff know of any problems and they will try to sort them out.

Community Services (CR)

From her role as Director of Medical Services, CR wanted to give update on what is happening regarding Community Services which involves District Nurses, Community Hospitals and Out of Hospital Services. The CCG are looking at procurement which means that any provider can come in and they are looking at the impact of this. In terms of the bidding process SWFT joined up with the Federation to put together a bid. They are working with the Council and Social services etc. They want patient involvement and there are two big meetings coming up in November, one in north warks and one in south warks. It would be really helpful if members of PPG can attend. CR would be happy to speak to small groups about plans. Will be radical changes, proactive in management and to see savings re-invested. CR thought dates of meetings were 26/27th November.

Texting Services (CR)

We have used this for the first time to remind patients about flu jabs. We will be having a push to make sure that we collect up to date mobile telephone numbers. NHS have cut funding so this was a one off service that we have paid for. Have recently installed 'Mjog' which gives function to send reminders for appts. Tom asked group when they thought best time to send this. Group agreed 24 hours before appt time. Also could send text re completing Friend & Family test feedback – Tom asked when to send. Group agreed same day. Information usually collected when patients registering but CS commented that it was also important to capture information on patients who had been registered for a long time. TG will look on website to see if patients are able to change demographics online.

Newsletters (ED & TG)

We will be sharing a joint Newsletter with Arden Medical Centre, Bridge House Medical Centre and Trinity Court Surgery which will contain information which relates to all Practices and this will be available on the website and in paper form.

Our own Rother House Newsletter will still be produced. If anyone has any ideas on items for the Newsletter please contact Tom or ED. Suggestions were: Christmas opening hours, flu-jabs, Friends & Family test, making sure we have up to date mobile numbers.

Representation at SWCCG PRG (TG & ED)

There had been a slight misunderstanding when this was previously mentioned. ED is happy to continue to be a Representative but wondered if anyone else would be interested as well? LP also attends but as a co-opted person. CS said she would be happy to be a back up if ED couldn't attend any time. Tom suggested it might be a good idea for CS to accompany ED or LP one time so CS knows what to expect. ED, LP and CS will liaise about this.

AOB

(LP) LP had mentioned sadness at the news of Dr Terry Gasper's recent death. Tom added that it had been a very sombre time for Rother House. Several members of staff had attended the funeral last Tuesday at St Peter's church at Binton and the Practice will be sending flowers to Rachel. CR mentioned that some thought was being given to giving a local award in Terry's memory, for patient focused activities eg to a Care Provider that is not usually recognised. CR will keep the Group informed about this.

Healthwatch Warwickshire (TG)

On Monday 26th October between 8.30am and 12.00 noon Rother House will be having an Enter and View visit from two members of the Healthwatch Warwickshire Team. They will be in the communal areas of the surgery talking to patients and observing the practice environment and gathering patient views about us identifying good practice or any concerns patients have with the surgery. Anyone is welcome to pop in and speak to them. They will give us feedback on their visit and will produce a report based on their findings approximately 10 days.

AS Mentioned that results of blood tests done in surgery were not being sent to Consultants. If copies need to be sent to Consultants their name must also appear on the request form. The same applies if bloods are done by Consultants and results are needed to be sent to GP.

ED Has recently become a Trustee for the local Foodbank. Agency Training is being provided on 9th November and Tom is going to attend.

TG Reception staff and Drs have had a run of dealing with difficult and even aggressive patients. Two patients have been withdrawn from the list. A policy will be written and more support given. Receptionists will be given permission to hang up on abusive patients.

TJ Section 106 money for health services:

- . Money is not available for GP Practices. They are private sector, although, developers may be asked to lay out a site for the surgery
- . For the NHS section 106 money can be collected subject to:
 - It has to be relevant to planning
 - It is in mitigation of issues caused by the particular development
 - It is not to fix existing problems
- . There is currently 550 extra patient capacity in Arden Court (?)
- . NHS will now only support big surgeries.

Date of next meeting **Wednesday 10th February 2016**