

Minutes of PPG Meeting

Tuesday 24th March 2015

Present

Spart Hamdard – Practice Manager, Ambreen Begum – Practice Administrator

PPG Members

Eddie Bermingham (chairman) , Elaine Crimp, Jan Hendle, John Hendle, John Wright, John Breen
Angela Banks and Carole Beard

Apologies

Joyce Greener, Caroline Dawson , Paul Aylott

Meeting started at 6.30pm

Pharmacy prescription requests

EB commenced the meeting that he had a discussion with Zafiat Quandry and Nikki Saunders of the CCG Team regarding repeat ordering of prescriptions. The meeting was at the request of SH in order to translate to the PPG members, the recommendation to change the way in which repeat medicines are ordered. The main focus of the change is that the majority of our patients and their carers will be requested to order their repeat prescriptions directly from the practice and not through the pharmacist. The purpose of the change is to improve our patients safety and reduce wastage.

EC wasn't happy with this decision as she feels they have not thought about the elderly. .

SH said we offered this service but have not signed up for this yet because of our elderly patients concerns. He said we have requested a list of our patients from the pharmacies, and once we receive this information we shall identify the vulnerable patients. We will then carry out a medication review and make a list of patients who may continue requesting their prescriptions via their local Pharmacies

EB read a statement from a letter he received from Luton CCG Prescribing Team which showed a lot of consideration was taken into account when this decision was made.

EC then asked how the surgery will identify the patients who are unable to order repeat prescription either by coming in or online.

SH said we have already filtered the list and we have almost 1600 patient who are signed up with a pharmacy and the rest will be filtered by the end of the month.

Some PPG members were happy with the change some weren't.

Medication/Prescriptions

Three members of the PPG have raised concern regarding their individual problems with the prescribing system and had personal issues that needed to be addressed. Not all the attendee

shared their views. In fact JB wanted to record his positive views on how the practice performed in recent months.

SH said we are aware of the issue regarding repeat medication requests and we are in the process of trying to resolve this by updating our Systems and internal protocols. Up to date protocols will be put in place and SH also informed that now we have a GP lead on prescribing. SH also said when we set up our guideline for the prescription process, he will be happy to discuss the details with PPG members. SH also promised that he will work on improving communication between patients and staff regarding prescribing. He would also be happy to discuss any further issues patients may have regarding the running of BPMC .SH, also highlighted, that this forum is not for dealing with any personal issues or complaints and he offered to meet with all who would like to discuss their personal issues outside of the PPG meeting time and as per practices Policy on dealing with patient complaints. This will be done according to the Practice's complaints procedures.

SH said GPs are not always able to issue prescriptions that are prescribed by the Hospital consultant. This is because the practice follows a prescribing Formulary set by the Luton CCG. These are medications that can only be authorised and prescribed by the consultants at the Hospitals.

Reception: EC said, she has no problem with our receptionist staff. When problems do occur, it's not always down to them.

Practice Website

EB informed the group that the surgery now has online services where you can book/cancel appointments and also order repeat medication. The PPG minutes are also available on the website.

EB said he was pleased with the online service and he asked how often the website is updated.

SH said the website needs a good sweep and also professional help. Once it has been sorted it will be updated regularly.

Locums

SH told everyone we have not booked a locum cover in the last month, and in the last clinic meeting for the first time since he started work here, we have a full complement of GPs. All members were pleased to hear this.

Unplanned Admissions

SH explained what unplanned admission meant and what criteria were required. SH said we identified 112 patients and then a letter was sent to them to inform them. Sue then went through the 112 patients and is setting up a care plan for them. She has done 63 so far.

EB said it is difficult to complete this task quickly as we don't have a continuity of GPs.

Home Visits

EB asked about home visits. He wanted to know who is allowed a home visit and what the criteria is.

SH said you need to be in the catchment area to have a home visit but we you don't have to be in the catchment area to register with us. SH also said home visits are an emergency service not routine.

SH explained home visit process. He said home visit request in the first instant is put down for telephone triage with Sue (APN) if she is on duty if not then it will be triaged by the on – call GP who takes a clinical decision on when the home visit is required.

CQC Visit

SH said they required further information which he has submitted now. Once we receive an up-to-date report from CQC , we will publish it via our website and notice board in the waiting area.

Phlebotomist

SH informed group we have recruited a HCA who will run phlebotomy clinics here. This will start in May and she is currently working as a domiciliary.

Patient Survey

PPG conducted a patient survey in previous month .Questionnaires were handed out to patients' in the waiting area during a period of two weeks. The results of this survey have been analysed and will be available in a form of a report. This report will be on the website and a copy available from the waiting area. We are currently submitting data to Luton CCG. The survey highlighted some areas for concern including continuity of doctors. Overall this survey had positive response from all who completed.

NHS Choices

EB read a complaint which was posted on the NHS Choices to the group. He also read out SH reply. There was a round of applause for SH, all members were happy and agreed with how SH responded to complaint.

AOB

EB generally asked how we felt about having a pharmacy in the surgery. No one like the idea and said there would be a conflict of interest.

AB said she saw Dr Simpson regarding her blood results and was very impressed with him, as he spotted the problem and she was in hospital by Tuesday. There were other members who also had positive feedback regarding Dr Simpson .

There were no further time to discuss practices plans to participate in NHS England Summery Care records and this will now going to be discussed in the next PPG meeting.

Some PPG members were gratified with the improvements made within the BPMC in recent months since the takeover of the new clinical team and New Practice manager.

Meeting finished at 19.55