

Minutes of PPG Meeting 2.12.2014

Spart welcomed participants to the meeting.

Spart explained about the CQC and the fact that the visit had been cancelled. It will go ahead but they will give at least two weeks' notice before they attend at the Surgery.

Feedback:

We have a new GP - Dr Jay who will have six sessions.

- Dr Thiyagarajah and Dr Jey are Permanent GPs
- Dr Paul Birch - long term locum
- Dr Malik and Dr Sai two another long term locum Drs
- Michelle – Practice Nurse full-time from Kingsway
- Sue – Advance Nurse Practitioner/Prescriber long-term. Able to prescribe. Sue can support GP's and prescribe meds and also triage. With Sue on board, she can look at problems with prescriptions and assist with any problems.
- HCA - we are at the negotiating stage, able to give bloods in the afternoon.
- Dr Piskarta - out of the country on maternity leave.

We have an Associate Medical Director who will attend the Surgery every Wednesday and will oversee the Doctors.

Spart has spoken to the NHS re: prescriptions and problems.

Problems with prescriptions, patients running out of medication, problems with issuing prescriptions:

Spart to ask member of reception staff to allocate 1 hr to issue prescriptions

Patient waiting for prescription was told that no medication on notes and the patient had to wait for medication.

The question was asked why cannot the Locum Drs sign the prescriptions?

Spart said he checks all Locums' credentials including whether they can attend home visits.

There was a problem with a Locum Dr who said he cannot prescribe medication i.e. painkillers.

If a Locum refuses to sign or prescribe medication, Spart said we will not use him/her again.

A participant at the group enquired what happens to prescriptions when they come into the surgery.

Spart explained the procedure. He will allocate one Dr to sort out the queries.

With Sue on board could she not sign the prescriptions?

Spart said he would look into this and see what she could or could not do.

It was also said that when Bell House were care-taking the surgery, patients were given medical reviews but since the new system had been in place, there had been more problems.

Spart explained that a lot of the medication requested was no longer available. A lot of medication is now generic. If a patient needs that medication what happens then?

Repeat prescriptions have to be reviewed.

Repeat prescriptions - put on notes by Hospital. Insulin not on prescription. Hospital may have added it but it has not been put on patient's notes. Lack of communication.

The question was asked "what is past or current"

Spart clarified this point

Procedures need to be put in place.

Spart advised that an electronic prescribing service will be introduced - will help with other issues. Easier to find out when prescriptions issued and when.

Friends and Family

There are leaflets in Reception. They will be issued on a regular basis and the information will be monitored. PPG Group members were encouraged to participate in this.

- How long will it get to get the Practice up and running.
- Spart mentioned two areas.
- Good quality Clinical Team, the rest will follow.
- Have we got the right Clinicians - yes we think so

- Admin Team - to be looked at
- Spart here for the long term

Reception staff can sometimes be rude. One person (no name was mentioned). It was suggested that the Receptionist at the front desk should not be answering the phone. Only speak to the patients at the desk. The phones should only be answered at the back desks. Patients do not like to give personal details to anyone other than the Receptionist at the front desk.

Spart advised that the Receptionist at the front desk may have to answer the phone at the front because it may be busy in the surgery. He said he will look into this.

He informed the Group that the Touch Screen was up and running and there was a Notice in Reception to that effect.

On the whole it was mentioned that the Reception staff have really improved. Group said they need to be rewarded. The Surgery has changed. Needs to be supported re procedures and protocols need to be in place.

Any Other Business

Can the Minutes of the meeting be provided before the next group meeting and can the Dr's names be added to the Minutes.

Spart explained that there is a list of the current Dr's names available on a list.

One member of the group explained that her daughter had received two letters regarding the same appointment. What a waste of postage!

- Saturday appointments
- No Drs available

Spart confirmed that Saturday appointments were booked in advance. What was the procedure for booking on the day appointments 8am-1pm need to clarify.

Spart confirmed that appointments are available throughout the week. If a patient phoned early in the morning they should be able to book an appointment or a telephone triage appointment could be offered. Sue can triage the appointments to see whether it is urgent or not. Only children under 1 year can be booked in as an emergency on the day. The Duty Dr will decide what to do on the day.

Problems with Touch Screen

The Touch Screen has not been working properly for a while now. Spart informed all that we have installed a new touchscreen and it will be working from now on.

Appointments

If a patient is late for an appointment by two minutes, should be seen. Allow at least 10 minutes but they will have to wait.

Locum Drs

Locum Drs are not aware of all services available on the NHS.

Feedback

The Group were pleased with the feedback from Spart and pleased with the comments made.

Reception Area

The Group enquired whether the chairs could be moved away from the counter-top at Reception as they felt it was too invasive.

Could the TV be up and running. Spart confirmed it will only show messages not live TV if it was to be re-introduced.

Meeting closed at 7.45. 2.12.2014

Next meeting January/February 2015

Minutes : Val Owens