

Bramingham Park Medical Centre

Patient Practice Group Meeting

MINUTES

Tuesday 7th February 2017 at 18.30

1. Present -:
2. Nick Wrapson [Practice Manager]
3. Eddie Bermingham, John Hendle, Jan Hendle, Jack Wright, Caroline Dawson, Angela Banks, Joyce Greener, Elain Crimp, Pat McLeod, John Breen.

4. Apologies -: Carole Beard, Paul Aylott, Keith Halliwell

5. Matters Arising -:
 - Staff Training 8th December 2016 had been cancelled. Rearranged w/b 27th Jan which should assist medication issues.
 - Appointments NW – Practice still working towards targets.
 - Medication Issues – Electronic service for prescriptions not yet set up for all doctors but progress being made. This was linked into staff training. BP had touched base with Ambreen re medication issues but needed to follow up.
ACTION NW
 - Practice Letters – Backlog now 1200. Locum brought in to deal with problem with support from staff training. **ACTION NW**

6. Clinical Staff -:
 - NW outlined current situation. Dr Malik contracted 35 hours, Dr Pistaka contracted 20 hours, Dr Ash Patel [Manager of Practice Group GPs in the region] 16 hours, Dr Amini [Locum] 16 hours.
 - Dr Patel's role to initially provide 16 hours clinical sessions Monday and Thursday. This would be ongoing and also to look at Practice for 4 weeks before feeding back to Practice Group.
 - Advert out to replace Dr Thiya.
 - PPG felt GPs needed more admin time. With pressure of work letters not acted upon and not passed on for scanning into records, in some cases for up to 15 weeks. With delay some patients were having to contact hospital consultants directly. **ACTION NW**
 - Members of the PPG stressed that if a patient had a serious illness and was not referred for treatment quickly enough then the Practice may not be working at a safe level thus endangering patients.
N.B - there have been no complaints or incidents raised to the practice about working at an unsafe level but raised as a possible area of concern from the PPG in order for the practice to review standards.

- NW – Addressed the issue by bringing in a locum [12 hours per week] to help clear the backlog of updating records and very good progress was being made. This was welcomed by the PPG.

7. **Website** -:

- Everything had been copied over from old website. Updated information needed to go on before the website became LIVE. **ACTION NW**
- Currently old websites are still LIVE, many former clinicians still down as working at surgery, practice managers named one of whom left over two years ago. Outdated information for patients. **ACTION NW**
- Question asked why a patient who requested to see the Practice Manager had been blocked at reception. NW was always free to see patients when available and would follow up.
- Ambreen -: Once the new website became LIVE she would keep it up to date.

8. **Merger** -:

- Question asked about the merger of Phoenix and the Practice Group. NW replied it was now one organisation but Bramingham is a Phoenix site and run by the Practice Group. Thus the name Phoenix has been kept.
- John Godleman was now doing a new job [see last minutes] and Debbie Bradley was now area manager and contact from 1st February.

9. **Medication Issues** -:

- Request that those patients on long term/permanent medication could perhaps access such medication every 3 months or longer. NW to look into yearly subscription being done [yearly script] **ACTION NW**
- PPG felt a standard medication structure across the surgery needed to be in place and understood by all. **ACTION NW**
- NW – The medication reviews had caused enormous problems on the appointments system and this was being reviewed.
- NW - If a patient is cancelled and needing medication then reception will ask a GP to sort out the problem. If a patient needs to be seen urgently the practice would try to fit them in on the day.

10. **Appointments** -:

- There were no online appointments available on the system for February since they had all been taken up. March appointments yet to appear. Only emergency appointments booked on the day were available.
- NW – Longer term appointments online or booked at reception had yet to be placed on the system [March]. Shifts had to be agreed with the GPs and NW looking at various appointment systems. E.g. Triage by nurse. **ACTION NW**
- Nurse Michelle Willis meeting with a nurse practitioner on the 9th February to make triage happen via a triage clinic or triage call. Trying to make appointments more viable and accessible for patient needs.
- PPG were unhappy that patients were having to arrive early if possible for on the day appointments e.g. 07.30/08.00. PPG requested that some p.m.

appointments should be allocated p.m. and that some Saturday appointments should be available on the day.

- NW re-iterated current system of 3 GP clinics with 35 same day appointments and 35 pre booked. If more urgent matters cropped up they would try to fit the patient in. All Saturday appointments were online only.

11. **Date Next Meeting** -: Tuesday 28th March at 18.30