

# PPG Meeting 27<sup>th</sup> March 2017

**Present: J Higgs, S Roberts, M Lester, M Emery, G Gee, P Bonner, P Denny**

**Apologies: D Rearden, D Emery, R & V sheen**

- **Chair Feedback**

J Higgs attended recent patient group meeting.

Presentation by Public Health – planning for health linked to housing needs as part of Borough plan. New housing and GP surgery cover. Housing developments in Wedding, Longshhot and Higham Lane and plans for Eastborough Way. Grange considering extension or new surgery, all unsure how currently we are going to absorb this increase in population given the difficulties we are facing with recruitment. CCG confirmed North Warwickshire are 10 GP's short.

Audiology: Hearing aid service will cease at GEH and will be commissioned with Specsavers from 1.4.17. Existing patients at GEH will continue, all new referrals from GP practices will be to Specsavers, access will be quicker and no parking restraints, quality of service is identical

A&E at GEH is not closing despite rumours

Consultants at UHCW – currently referring back to GP for prescribing – this will no longer be permissible

Discharge Procedure – apparently now have a 5 step procedure for discharge but were unable to state what the 5 steps were?

Half Way House – Arden Lodge – private ward at GEH to take discharged patients until social care has been implemented. Event – ambulance called from Tamworth to move a patient from the discharge ward back into GEH care despite the ward being in the hospital, waste of public services, this is being reviewed.

Complaint – last AGM the patient group complained that key managing directors were not present – GEH have confirmed that they were ALL either on leave or had other valid reasons for non attendance

- **Patient Survey 2017 Results & Discussion**

Discussed with PPG Chair, circulated survey response, agreed getting through to the practice on the telephone is below national mean. Discussed actions, practice have 2-3 members of staff continually answering calls, Practice are receiving increasing calls particularly Monday/Tuesday following weekend closure, demands are high on telephone lines. Already advertising online on website, posters and in letters to patients.

Agreed to promote online service further and review telephone system

Will try to increase online usage – will design online registration cards and leave in waiting area hopefully this will help towards reducing telephone calls

PM will contact telephone company, agreed to change automated answering service to advertise online registration whilst callers are waiting and to continue to advise callers how long waiting period is and where they are in the queue.

- **Dermatology and Echo**

Services discontinue from 31<sup>st</sup> March 2017 and are not being replaced. Echo and Dermatology will be referred to hospital.

- **Friends & Family**

Feedback has been positive throughout the year, all reports are available in the waiting area, posters and on PPG notice board.

- **Online Registration**

Achieved less than the recommended 10% despite 18% being offered, % are based on the actual registration by the patient which the Practice are unable to affect. However, we have contacted all those patients that have not yet registered from home, also promoting the services further at front desk as discussed.

- **Frailty Checks**

C Loughran HCA will be offering frailty checks for patients over 65 as part of Practice contractual requirements for 2017 going forward. Practice will be contacting patients offering the assessment, which includes medication review, falls history and frailty severity – signposting to appropriate services. The specific IT tool available to assist with these checks are not yet available on Vision IT system.

- **Prison registrations**

New contract this year practice will be registering prison offenders before they leave prison

- **Registration process for overseas patients will change**

Practice will be checking overseas registrations, a new GMS form will be issued to complete the process, Practice have not yet received the forms. This will move to an electronic submission by the Practice at some point.

- **GP trainees**

New trainee will start 01/08/2017 for 12 months

- **Clinical Recruitment update**

Practice currently trying to recruit a salaried GP without any applicants, physicians assistant (job advert to go out in April) and clinical pharmacist time once the federation has secured funding and recruited.

- **AOB**

Signage – P Bonner advised some of our notices are obscured by plants, particularly where defib is kept – SR will move plants and reassured all that all staff aware of defib location, had training and for anyone requiring the equipment trained staff are always available

Prescriptions – M Lester – issues with prescriptions on EPS – advised that have lots of EPS queries but would look into issue

M Emery asked if Crohns poster can displayed – will put on PPG board

P Bonner advised practice that the online registration server shuts down at 10.30 at night – SR will take up with Rachael McGee INPS Vision

SR circulated the LMC advice and guidance sheet for patients on what to expect if referred to see a specialist – GP's are giving these out to patients if referring – should reduce the volume of calls we receive with queries relating to secondary care