

Patient Participation Group Minutes 13th November 2019

Apologies Marie & Derek Emery, Gwen Gee, John Smallwood, Ray Sheen

Present: Sharon Roberts Jeff Higgs (chair) Patricia Lawlor (Chair Whitestone Surgery guest) Paul Bonner, Pauline Denny, Marlene Lester

Whitestone

Patricia introduced herself to the group. New Chair Whitestone PPG. Attending locality meetings. Would like to network with other Chairs at Primary Care Network level in North Warwickshire. Important voice within CCG if work as a larger group. Any benefit of attending PCN meetings.

Chair Update

Attended recent locality meeting. Discussed stroke services and still out for consultation. Local meetings currently taking place. Acute beds and specialist stroke intervention based at University Hospital Coventry with limited rehabilitation beds available at Leamington and Rugby. Fast tracking patients home with rehabilitation package in place. Concerns raised over how this will be resourced, if difficulties in providing the service workload may increase for GP's.

Practice has responded to the survey

Group discussed increasing membership of PPG – already on website and promoting in practice. JS had talked to a few patients recently who were interested. Group discussed moving meetings to evenings which may attract working families.

Community services available for Leg Ulcers, Diabetes, Podiatry and incontinence.

SR explained that the Practice is aware of all services and refers, with the incontinence service being delivered from the Practice and available for other patients.

Group discussed over the counter prescriptions – all GP's and staff have desk aids to advise patients and sheet advising patients of cheapest pharmacy/shop outlet for specific medicines.

Staffing Update

Dr Rowe will return in March 2020. Dr Ford starts working 18th November full time. Advanced Nurse Practitioner post has been very well received also working full time. Continue with long term locum posts Dr Adanike and Dr Charles until Dr Rowe returns. Dr Shabbir may be retained following exam results. In addition to usual long term conditions and treatment room experience, we have Practice Nurse's trained in End of Life and cancer, rheumatology, osteoporosis, Learning Disability, mental health and Dementia.

Offering 24hr BP monitoring and 72 hour ECG, provided by PN. Ear syringing now provided by practice.

PCN developments

All practices provide extended hours, hours calculated by list size. Awaiting pharmacy role which will be shared between PCN practices, social prescribing – awaiting confirmation probably Age UK, PCN work around frailty. Discussions around improving End of Life services, and prescribing in Practice.

Patient Partner Audit

Extremely positive results, indicators show saving in Reception time, with large number of appointments booked using the 24 hour system and appointment cancellations.

Dermatoscope Service

2 GP's trained, equipment purchased using funding available, now diagnose skin problems and reduction in referrals to hospital

GPAQ questionnaires

PPG will organise times to deliver survey in waiting room – will discuss results following external analysis

Medicines shortages

Large volume of shortages, pharmacies and practices aware and providing alternatives.

POD- Monitoring System

There will be a POD installed in the waiting room, patients can sit in the enclosure and monitor their blood pressure, height and weight and answer a number of other health questions which will directly populate their medical records. Any abnormal findings are alerted to the patient to book an appointment if necessary. This should provide an additional support service to the Practice.

TV system

New TV will be installed, practice can provide health information and national campaign information to patients. System will also call patients, the current scroll calling system will become redundant.

Flu Update

This has been difficult this year. The over 65 vaccine and clinic was successful. The under 65 at risk vaccine was delayed twice, clinics were cancelled, wastage with time and resources. Currently receiving limited stocks and making appointments into Nurse clinics.

EPS 4

This will be rolled out in the near future. Patients can still choose not to nominate a pharmacy but they will receive an unsigned prescription token that can be used at any pharmacy. Internal tracking of all prescriptions and dispensing will be available.

AOB

Group discussed Christmas raffle to raise money for equipment. Future CPR session to be organised when JS is available, PB can obtain funding to provide posters to encourage attendance. All agreed to try evening PPG meetings which may increase attendance, as room availability during the day in Practice is becoming limited.

Next meeting – to be arranged