

Preston PPG Minutes 25-02-2020

Present: Dr Ella Costales (GP Partner), Sandra Maddison (Practice Manager), Leanne Birch (Operations Manager), Tracey Scorer (PPG Co-ordinator), John Hewitt (Chairman) Leslie Senior (Vice Chairman), and 17 PPG members.

Apologies: 7 PPG Members

Tracey welcomed everyone to the 20th PPG Meeting and thanked Leslie Senior for his help and support with the PPG in his role as Chairman. Leslie stepped down to Vice Chair and passed the Chair to John Hewitt.

John gave a brief history of himself and asked all members to introduce themselves.

Updates from previous meeting

Practice DNA Stats Tracey shared with the group DNA stats from the previous year (attached). It was agreed the practice should ensure that patients are aware of the ways of cancelling an appointment, and also for GPs to look at their individual patients who have not attended 7 or more appointments in the past year, to see if anything can be put in place to help these patient attend / remember appointments. It was felt this was a better tactic rather than sending letters to patients reprimanding them for not attending. We will follow this up at the next meeting. **Action Tracey**

Patient Online – 5578 patients are currently registered to use Patient Online Services which is 28.5% of all registered patients. The practice is pleased to see numbers of patients using online services increasing but would still like to see more patients using this service especially more patients using this to request repeat medication.

Leg Club – Leg clubs are proving to be extremely popular and are a valuable resource., there are now some concerns that they may be at capacity. Littlemoor club has 80 members and it was reported that the clinics can go on past 12 noon. Leanne reported that the demand is increasing, and therefore there will be more nurses to cope with demand. The PPG asked if healing rates are improving amongst the club members. Leanne to provide further information on this at the next meeting. Sandra said the Primary Care Network have agreed for a podiatrist to attend the clubs once a month. **Action Leanne**

Mental Health

Surgery Updates – Sandra Maddison

Peter Greensmith – Preston PPG member and PPG Locality Chair, attends the Practice Locality meetings. He reported concerns from the Preston PPG group of the lack of mental health services for people when in crisis state, especially if in a crisis at a weekend.

Sandra shared with the group a 'Lifeline Leaflet' which has since been created by Dr Stead for use in the locality (*Draft attached*).

The PPG were pleased to see that their request for more information on mental health services and what to do when in crisis point had been acted upon and hope this might help other people in the future.

The PPG would like to see more information on help available for patients, via posters in the surgery and on the website. **Action Tracey**

How Patients are allocated to New Partners

Sandra said that new partners have their own personal patient list. This list is created by looking at the number of patients allocated to other partners, alongside the hours a GP works, and looks at a mixture of complex and non-complex patients. The potential list of patients to move is then shown to the existing GP for feedback on the suitability of changing GP alongside best patient care. Patients who have been moved to a new GP are asked to stay with this GP for 2-3 months, if after this time they wish to move back to their old GP, they can request this in writing.

Rowlands Pharmacy – Medication

Rowlands pharmacy have changed the way they dispense their medications. They are now stating it will take 7 days from requesting a repeat medication to collecting from the pharmacy. This has caused a little upheaval, but patients are now aware to order their repeat medications earlier.

Leanne said that we can accept requests for medications 2 weeks before the stated due date and reminded the group that the quicker more efficient way for patients and the practice, is for patients to use SystmOnline when requesting medication. This links directly with their computer record which the receptionist then actions and sends direct to the designated pharmacy.

The PPG noted that the prescription request slips on front reception state the turnaround time for prescriptions is 48 hours and asked for this to be amended the same as the online prescription request message below.

'Your medication request has now been received by the reception team. Your prescription will be ready for collection in two working days (after 2pm) if you collect from the practice. If you have a nominated pharmacy, please allow time for the pharmacy team to process your prescription. The time required may vary dependant on your pharmacy. Thank you'

Action Tracey

Making the most of your appointment

John (Chair) and Dr Costales have both contributed to creating a leaflet for patients to use at their appointment, to help make the most of their appointment. The draft leaflet was shared at the meeting. The PPG agreed this would be a useful tool for patients to use at their appointments. Tracey to complete the leaflet and place on reception and on the practice website for patients to download.

Action Tracey

A PPG member mentioned that there are often queues at the front desk, with some more elderly patients finding it difficult to wait and stand in the queue. Leanne will look at why this may be, and what issues may be taking the receptionist time to deal with.

Action Leanne

PPG Locality Chair Group

Peter Greensmith - PPG Locality Chair informed the group that the PPG Chairs from the locality PPG groups meet quarterly and share items of interest from their respective PPG groups.

A subgroup is currently involved in planning a Healthy Living Event to be held on 23rd April, at the Council Chambers in Weymouth, with keynote speakers on:

- Nutrition *'The truth about good and bad foods' and 'The secret to a healthy diet'*
- Cooking – *How to cook healthy food on a budget.*
- Exercise – *For all - in or out of home*
- Wellbeing – *How to improve your wellbeing*

There will also be stalls at the event from local services, such as Live Well Dorset,

Places will be limited. Posters advertising the event will go up soon, and anyone interested is encouraged to book their place online. If you would like to help at the event, please email Tracey.

Post meeting note – This event has been cancelled until further notice due to Coronavirus.

PPG Feedback

It has been reported that a wheelchair user waited some time at front reception, as the receptionist was unaware the patient was there due to the height of the desk. There is a side hatch which is lower and was designed for wheelchair users to use when speaking to a receptionist. This should be made more prominent, Tracey will produce a poster and inform reception to direct patients to the side hatch if needed rather than leaning over the front desk.

Action Tracey

The PPG also mentioned that blood test results are not always visible on SystemOnline – Leanne to look into the way GPs are archiving blood results.

Action Leanne

Next Meeting

The next meeting will be held on:

Tuesday 2nd June 6.30-8pm

Acronyms:

DNA Did not attend
PPG Patient Participation Group
PRS Preston Road Surgery
RCS Royal Crescent Surgery
CMHT Community Mental Health Team

Attachments:

Practice DNA Stats
Lifeline leaflet
How to make the most of your appointment leaflet