

Patient Participation Group
Minutes of Meeting
23rd January 2018
Tuxford Surgery

Meeting Opened: 6.00 p.m.

Present:

Oliver Lord (Practice Manager) Dr Catherine Harris (Item 2 onwards) Kath Hobart Cath Connolly Joan Moorhouse Victoria Rice-Heaps Geoff Tindall Faith Tindall Tony Maskery Michael Colburn Tony O' Keefe Ann Wightwick Tony Tapper Alice Bird

Apologies for absence:

G. Nicholls

Matters Arising From Previous Meetings:

Flu Jabs

OL explained that the surgery had had the highest uptake locally, which was really pleasing and explained that the flu jabs were continuing with some eligible individuals now being sent reminders.

Dial-a-Trip

Following a query OL explained that Dial-a- Trip is advertised in two places in the surgery.

Agenda

1. Premises Improvement Plan

OL updated the group on progress and had distributed plans with the agenda prior to the meeting. OL reported that planning permission had been granted, but due to a deep sewer belonging to Anglian Water progress had currently stalled as piled foundations may be needed which was of concern. A test pile had been completed and currently the issue was under negotiation between the structural engineers and Anglian Water. OL was hoping for a resolution soon in order to put the contract out to tender and build during the summer, but there were no firm decisions currently.

The group had some discussion about how the practice would be able to successfully function during the works and OL explained that the surgery would not close and outlined some of the preliminary ideas for how things could work but also explained that until the schedule of works was agreed, firm plans could not be fully devised.

There was some discussion of the plans and queries answered. OL explained the rationale behind some of the planning decisions and confirmed that patient parking spaces were not being reduced.

2. Changes to appointment system

OL summarised that previously the practise had operated on an urgent / routine appointment system and call list and had moved to a demand – led system triaged on the day and dealt with and asked for any feedback.

Some comments were made regarding the lengthy explanation at the beginning of the telephone call and whether it could be removed. There was discussion about how some people would use the system rarely and so would not be aware and an option of a 'break out option' was discussed where at the end of the message an option to press a button the next time would skip the message, so regular callers would know to do this and the message would then only be heard by those who needed it. OL was to look at this as a possible solution.

The question was asked as to why the prescription system is not encompassed within the 'Ask My GP' system and OL explained the two systems currently achieve different things operationally. OL explained that EMIS have launched a system but it is early days and so currently to provide continuity, the two systems are running.

There was discussion about whether blood test results could be achieved through the system And OL was looking at ways to inform patients that routine blood tests were normal perhaps Using SMS. It was noted that the website still directed patients to ring for blood test results.

CH was asked for the GP perspective and commented that:

- System went live during an incredibly challenging period for the whole NHS and the practice had managed well in those circumstances.
- Job satisfaction is greater because issues are dealt with on the day, even if there are some really long days.
- Feels personally, can use time more effectively.
- Do not attend rates were 0 releasing very valuable time.
- Individual arrangements according to patient need can be made

It was suggested that there be a piece in the newsletter / Tuxfordian outlining the positives of the new system.

AOB

Group was made aware that the Retford Lions can help with projects that promote health across Retford, Leverton and Misterton practices and GPs were grateful for the information and will consider whether there are any appropriate projects.

Group was also made aware that the Rotary have a Tuxford Legacy to distribute throughout the area and it might be that applications could be made and it might be something into which patients could have an input. Again, GPs were grateful for the information and would consider this and take any appropriate action.

Dial-A-Trip was changing its 'phone number and would no longer have an office at the Mine of Information, but would have a separate dedicated telephone line and cards/literature had been updated. Drivers were still needed particularly for Sheffield and Doncaster hospital visits.

Meeting Closed 7.08 p.m.

Next Meeting: