

MINUTES

HIGH STREET SURGERY PATIENT PARTICIPATION GROUP MEETING

Date & Time: 6th November 2014
1.00pm

Venue: Meeting Room
High Street Surgery

Those Present: Dr Rob Grayson – GP
Debbi Whitwell – Deputy Practice Manager
Peter Clarke – Patient
Colin Cooper – Patient
Eileen Haworth – Patient
Brian Sutcliffe – Patient

Apologies: Carol Hartley – Patient
Peter Wall – Patient

Welcome & Introductions

Dr Grayson opened the meeting by welcoming the group and introduced Debbi Whitwell standing in for Sarah Lord the Practice Manager. Dr Grayson thanked the group for coming and for keeping the Great Harwood and Rishton PPG groups separate, although all members are welcome to attend both PPG meetings.

Copy of Last Minutes

Copies of last minutes were handed out and discussed any changes which may apply to the patients and the services. Dr Grayson praised Rishton patients throughout and asked of any concerns. It was discussed that previous concerns of the telephone system were being dealt with but is currently unresolved. It was pointed out that all patients are welcome to be seen at either site also. As also previously discussed the Electronic Prescribing Service is now up and running, this enables prescriptions to be emailed to the chemist of the patient's choice rather than printed on paper.

Other Business

Mrs Haworth enquired about the electronic prescribing, Dr Grayson advised the ways prescriptions are ordered and issued and the chemist can order and dispense for you although they would need to check each month which items are actually required to prevent any wastage.

Dr Grayson mentioned current changes and developments and hoped that patients don't feel they have lost any services and would like to hear of any problems patients had come

across. Mr Clarke discussed the positive changes made which the other group members agreed with.

Mr Cooper did raise the concern regarding appointment availability having spoken with a patient who telephoned Monday and not being able to have an appointment until Thursday, although the patient was advised of the Walk in Clinic offered at Great Harwood. Dr Grayson explained services had been discussed with his partners and a more responsive service is available at Great Harwood for patients who have a sudden onset illness that cannot wait until the next routine appointment. It was explained that we are conscious that not all patients have the capacity to travel to Great Harwood but the current staff at Rishton can triage and can in certain cases accommodate an appointment at the High Street for patients with limited capacity for urgent cases. It was agreed that more mobile people should be able to make use of the service at Great Harwood. Times available for the walk in service are 8.30 – 10.30am Monday – Friday and 2.30 – 4.30pm each afternoon except for Wednesday. Patients are seen much quicker and don't have to use other services such as the walk in centre at Accrington. This also phases out non attendees as we have as many as 150 appointments not attended each month which equates to a week's appointments. The group had mentioned applying charges for those who fail to attend which unfortunately we cannot, although letters are sent to patients who fail to attend and after two reminders they are asked to leave the practice.

The decorator is coming over the next month to spruce the property up.

Mrs Haworth raised concern over appointment time running over and a backlog of patients waiting. Dr Grayson explained we try to give patients as long a time as needed for the consultation although we generally try to capacitate 10 minute slots for this and it had been discussed increasing appointments to 15 minute slots although this would decrease the number of patients seen in each clinical session. We acknowledge that patients don't always get the time needed.

Mr Sutcliffe enquired into who applies the rules, Dr Grayson explained it is the Royal College of General Practitioners and explained the concerns that there is a recruitment crisis in the numbers of trainees wanting to become General Practitioners affecting the employment of General Practitioners.

Mrs Haworth discussed the 75 & overs with allocated GPs and the rules given. Dr Grayson explained this was a paper exercise and that although we have allocated a named GP to the over 75s all patients were entitled to see the GP of their choice.

Mr Sutcliffe brought up the issue of workers appointments and lack of capacity, it was explained we are continually reviewing our appointment system to bring about improvements, although workers are entitled to a short time out of work to attend appointment to see a GP. The government are addressing 12 hour days including weekend cover although as previously mentioned there is a current shortage of GPs to bring this service into place.

We have employed a Senior Nurse Practitioner – Jackie Whiteside who is a highly qualified nurse who is one step below a GP. Jackie is qualified to prescribe, diagnose and refer if necessary. Jackie will see patients on a daily basis which we hope will increase access for the other GPs.

Carol Flynn is now employed with the group full time and will also see patients with long term conditions and monitor them. Carol can provide home visits also for these patients.

Dr Grayson discussed confidentiality with regards to sound travelling through the consultation door into reception and that it had been discussed around soundproofing the room to prevent patients in the waiting room being able to hear the conversation between the GP and patient.

Members discussed safety measures for lone reception staff – CCTV is being looked into along with remote control access so staff can see who is coming into the surgery. Mr Sutcliffe raised the option of an intercom being installed and a panic button.

Mrs Haworth enquired into toy being left to occupy children in the waiting room. Dr Grayson explained the rules around infection control. Mrs Haworth asked if crayons and colouring books could be provided.

Patient Participation Group

The next meeting at Great Harwood is Tuesday 3rd February 2015 at 2pm which you are all welcome to attend.

The next meeting at Rishton is Tuesday 17th February 2015 at 2pm.