



## PATIENT PARTICIPATION MEETING MINUTES

Wednesday, 18<sup>th</sup> March 2015

6.30pm - 8.30pm

Sandy Lane Health Centre

SKELMERSDALE

### REPRESENTING BEACON PRIMARY CARE

Dr Biswas	- GP	Susan Hill	- Nurse Prescriber
Dr Bonsor	- GP	Della Tunstall	- Health Care Assistant
Jill Foster	- Practice Manager	Diane Fletcher	- Prescribing Centre
Sharon Edge	- Deputy Practice Manager	Gill O'Mara	- Reception
Susan Bunner	- Nurse	Tracey Weir	- Reception
		Karen Perry	- Patient Advocate

GUEST SPEAKER: Fiona McFall – Pharmacist

### REPRESENTING OUR PATIENTS: 28

Wednesday, 20<sup>th</sup> May 2015

6.30pm - 8.30pm

Railway Road Surgery

ORMSKIRK

### REPRESENTING BEACON PRIMARY CARE

Dr Biswas	- GP	Debbie Cockle	- Nurse Prescriber
Dr Bonsor	- GP	Gill O'Mara	- Head Receptionist, Hillside
Jill Foster	- Practice Manager	Lorraine Hilton	- Head Receptionist, Railway Road
Sharon Edge	- Deputy Practice Manager	Gemma McCormick	- Head Receptionist, Sandy Lane
Jo Biswas	- Nurse	Karen Perry	- Patient Advocate

GUEST SPEAKER: Fiona McFall – Pharmacist

### REPRESENTING OUR PATIENTS: 10



MINUTES	PRESENTER
<p><b><u>Welcome and introductions</u></b></p> <ul style="list-style-type: none"><li>Thanks to our patients and staff for giving up their time to attend this meeting.</li><li>This meeting is not a forum for individual complaints and issues.</li></ul>	Dr Biswas
<p><b><u>PPG and Patient Advocate Role</u></b></p> <ul style="list-style-type: none"><li>Practice has recently joined NAPP (National Association for Patient Participation).</li><li>Thank you to our PPG members in attendance. If you would like to become part of the PPG please contact Reception or email via the website.</li><li>Overview of On-Line Patient Access.</li><li>NHS Choices – Talk and Treat Telephone Consultation feedback is very positive.</li><li>Introduction of Quarterly Newsletters.</li><li>Family and Friends overview – please help us by filling in an FFT form on your next visit.</li><li>Overview of Patient Friend – initial point of contact for any queries or concerns expressed by patients. Contact via Reception or email via website.</li><li>Since our Patient Participation meeting in March 2015 we have listened to our patients’ feedback and the following changes/additions have been made:<ul style="list-style-type: none"><li>Introduction of Hearing Loop at Railway Road, Hillside and Sandy Lane</li><li>Automated Arrival Systems now in place at Sandy Lane which has reduced the length of queues and affording staff more time to handle queries and answer calls. It has been very successful and will be rolled out to Hillside and Railway Road.</li><li>Improved, more user friendly website – including a News Section.</li><li>Telephone issues have been addressed and new systems are in place.</li><li>Key messages regarding the surgery are now on the telephone queuing system.</li><li>A comprehensive New Practice Leaflet has been produced (for new patients and those who do not have access to the internet).</li><li>Increased visibility and signage of information regarding online access, minor ailments scheme, electronic prescribing, etc.</li><li>Familiarity of staff at our 3 sites – 3 new Head Receptionists have been appointed and are static at their sites.</li></ul></li><li>PPG Questionnaire Report 2014/2015 – results can be found on the website.</li></ul>	Karen Perry
<p><b><u>Beacon Primary Care Overview / General Practice nationally</u></b></p> <ul style="list-style-type: none"><li>Dr Bonsor showed videos from the BMA’s “Your GP Cares” campaign and the Royal College of GPs “Put Patients First” campaign outlining the current pressures and workload in General Practice.</li><li>General Practice nationally was discussed. Key points are: shortage of GPs and Nurse Clinicians. There is a growing trend for GPs to become Locums.</li></ul>	Dr Bonsor



MINUTES	PRESENTER
<p><b><u>Funding in General Practice / Other services offered by Beacon Primary Care</u></b></p> <ul style="list-style-type: none"><li>▪ The Practice receives £114 per person which covers everything from staff, minor surgery, out of hours service and our enhanced services. A single visit to a Walk in Centre pays that service almost as much as the Practice receives for a year.</li><li>▪ The Practice has opted to offer extra services - coils, contraceptive implants, diabetic clinics, anti-coagulation, minor surgery, no scalpel vasectomy - a full list of services can be found on the website.</li></ul>	Dr Biswas
<p><b><u>Alternatives to GP Consultations</u></b></p> <ul style="list-style-type: none"><li>▪ You can visit your local pharmacy to receive advice and be given a medicine for a range of minor ailments. This service is free of charge on the NHS, without having to visit your doctor first.</li><li>▪ If you have a pre-payment certificate, this also entitles you to use the free minor ailment scheme. Minor ailments could include emergency contraception (morning after pill), skin conditions, such as mild acne and mild eczema, coughs and colds, including nasal congestion and sore throat, minor cuts and bruises, constipation and haemorrhoids (piles), hay fever and allergies, aches and pains, such as headaches, earache and backache, indigestion, diarrhoea and threadworms, period pain and thrush, warts and verrucas, mouth ulcers and cold sores, athlete's foot, nappy rash and teething, flu vaccine, blood pressure checks. THINK PHARMACY FIRST.</li><li>▪ The Pharmacist will refer you to the GP only if they are unable to help with the symptoms or if your condition requires medical attention.</li><li>▪ If you pay for your prescriptions you can still go to see your pharmacist but you will pay for the medicine (which in some cases can be cheaper than a prescription charge – which is £8.20, from 1/4/15).</li><li>▪ Most pharmacies operate extended hours.</li></ul>	Fiona McFall
<p><b><u>Changes to Reception Structure / Telephone Systems</u></b></p> <ul style="list-style-type: none"><li>▪ A new structure has been put in place. There will be a static Head Receptionist at each site and a restructuring of Reception. We aim to provide more patient continuity by doing this.</li><li>▪ There have been some issues with the telephone system recently - this has been addressed and resolved. We are monitoring this closely. We have new reporting procedures in place to make telephone traffic more visible.</li></ul>	Sharon Edge
<p><b><u>Role of Nurse Prescriber / Birthday Reviews / Health Care Assistants / DNA statistics</u></b></p> <ul style="list-style-type: none"><li>▪ A Nurse Prescriber (NP) is an expert in chronic diseases and can sometimes deal with patient problems better than a GP, e.g. asthma reviews/COPD checks, diabetic checks, chest checks, coil checks, diabetic review, diabetic foot check, dressings, ear problems, etc. - a full list can be found on the website. A NP can make an appointment for a GP if necessary.</li><li>▪ A NP has additional training to fulfil the prescribing role.</li></ul>	Susan Hill Debbie Cock



# BEACON PRIMARY CARE



MINUTES	PRESENTER
<ul style="list-style-type: none"><li>▪ Birthday Review is an annual health check tailored to the individual, e.g. bloods, medication reviews.</li><li>▪ A Health Care Assistant (HCA) can carry out, for example, asthma review controlled, bloods, blood pressure - a full list can be found on the website.</li><li>▪ DNAs for last week of March – HCA 5.5hrs (33 appointments) and 4.5 hours for practice nurse (27 appointments), i.e. patients who booked appointments then Did Not Arrive.</li><li>▪ DNAs for week of 11<sup>th</sup>-16<sup>th</sup> May – 591 face to face appointments booked, 76 patients Did Not Arrive.</li></ul>	
<p><b><u>Patient Forum - Question and Answers</u></b></p> <ol style="list-style-type: none"><li>1. Prescriptions, particularly requests for rescue drugs for certain diseases, can cause anxiety – consider putting these on repeat.</li><li>2. We need to communicate the services we offer more effectively. Suggestions were to update the website more often, have poster on the walls explaining opening hours and services. Patient Advocate, Karen Perry, will keep the site and posters updated.</li><li>3. Perhaps use the local paper to communicate (some issues as this could be construed as advertising).</li><li>4. Need to inform patients of the pharmacy minor ailments scheme.</li><li>5. Update and improvements on the complaints process and procedure.</li><li>6. Discussion around reception and continuity of reception staff “familiar faces”.</li><li>7. Telephone systems - there have been issues but these have been addressed and will be closely monitored.</li><li>8. Website could be more user friendly.</li><li>9. A discussion was held regarding the Talk and Treat Consultation system and the benefits of this system.</li><li>10. Emergency appointments are available and you will always be fitted in if it’s an emergency.</li><li>11. Defibrillator training has been requested (we have now organized this event for Thursday, 9<sup>th</sup> July 2015 at Railway Road.</li></ol>	All
<p><b><u>Close and thank you</u></b> We hope this has been an informative meeting and would like to thank you for your time.</p>	Dr Biswas
<p><b><u>DATE FOR NEXT MEETING</u></b> We will email our PPG group and advertise this event in our practices’ waiting rooms.</p>	