

PRESTON GROVE MEDICAL CENTRE

Meeting of the **Patient Group** held on **Monday 11 January 2016** in the **Common Room** at **Preston Grove Medical Centre**.

Present: David March, Patient (Chair)
Chrissie Gee
John Hann
Ruth Hann
Karen Lashly, Practice Manager
Christine Lincoln, Patient (Secretary)
Malcolm Jefferies
Peter Spranklen, Patient
Mike Triton
Kathy Way, Patient
Mike Way, Patient
Dr Susannah Robinson

1 Welcome and Apologies

- 1.1 David welcomed everyone to the meeting.
- 1.2 Apologies were received from Sue Jay, Philippa Clifford, Sally Higgins, Eva Whear and Dee Williams.

2 Minutes

- 2.1 The minutes of the meeting held on 2 November 2015 were agreed as an accurate record.
- 2.2 Karen said that David and Peter had offered to monitor the traffic during a school run, however this had not yet taken place and would be arranged for a future date. Members would need to have their ID badges in advance of this.

ACTION: Sally to provide David and Peter with ID badges

3 Benefit Fund

- 3.1 Karen said the Deed of Retirement and Appointment of New Trustees has been signed by Elaine and Ian and she will arrange to send a copy to David.
- 3.2 At the last meeting the telephone system was discussed and the surgery has agreed to replace it as there have been some problems with the current system leading to patient complaints. The cost of the new system is £15,600 and £6,354.50 is being paid by the Preston Grove Incentive Scheme and Karen would like the balance of £9,245.50 from the Benefit Fund. The system is being provided by Comms UK, who provided the current system, it will come with the same service contract.

The group agreed with this spend

- 3.3 Karen said the ECG machine needs to be replaced as this is not compatible with Window 7, which has just been installed at the practice. The ECG machine will link to any computer in the practice, the information can be saved and printed onto a single sheet of A4 paper. Should the practice upgrade to Windows 10 in the future the new machine will also be compatible with this. The cost will be £2,338.80.

The group agreed with this spend

- 3.4 David said these were both important purchases and would benefit patients, which is what the fund is for. With the current balance of £11,686.03 this would reduce the balance to £101.73.

4 Carers

- 4.1 Karen did not have the numbers available. She said Mandy Mason is very proactive as the carer's champions; however some people choose not to tell their GP that they are a carer, so the numbers are not accurate.
- 4.2 Karen suggested inviting Mandy to a future meeting to give an update. Malcolm said the Yeovil Carers Group would also welcome Mandy to one of their meetings. The Group meets every Monday morning at The Barn on the Yew Tree estate

ACTION: Invite Mandy to a future meeting

5 Virtual Group

- 5.1 Karen said she had not moved any further with this. There are two new receptionists in post and Karen is going to ask them to manage this when they have settled in.

ACTION: Karen to pass the virtual group administration to the receptionists

6 Somerset Together

- 6.1 Karen explained Somerset Together. Currently each organisation that provides healthcare is funded separately, so they all have different outcomes and targets to achieve. It is the same for community staff, as they provide the same support in the community as GP Practices but they don't work together.
- 6.2 Somerset is looking at pooling the budgets and currently looking at two budgets one in the East centred around Yeovil Hospital (which would include the Mendip area) and in the West centred around Taunton Hospital. This would mean everyone would have to work together and have the same outcomes and targets. This fits in with the South Somerset Symphony Project where the hospital is working with primary care and would have to be extended to include Somerset Partnership and social care.
- 6.3 This will be a big change for patients and staff.
- 6.4 Christine said that Somerset CCG is holding a series of co-design workshops around this to engage the public and find out their views and experiences of the health service. A workshop is being held at Wynford House, Yeovil on 24 February 2016 from 6.00 pm to 8.30 pm and if anyone is interested in attending to contact her.

7 Suggestions/Complaints

- 7.1 Karen had only received one verbal complain about reception and this had been dealt with by Phil.
- 7.1 Malcolm talked about a personal issue and appointments and this was dealt with.

8 Staff Suggestions

- 8.1 There were no staff suggestions.
- 8.2 Karen said there has been a lot of sickness among practice staff so they had been covering for each other during this time.

9 Practice updates

- 9.1 A new appraisal system is being introduced.
- 9.2 The practice is waiting for their CQC inspection.
- 9.3 A new mission statement, goals and strategy have been written and Karen will share this at the next meeting.

ACTION: Include mission statement, goals and strategy on the next agenda

- 9.4 Clinical staff are currently going through the revalidation process.
- 9.5 The changes to prescribing, as detailed at the last meeting are working well and it is much easier now everything is on-line.
- 9.6 Chrissie asked how this works and how patients can arrange for their prescriptions on-line.

ACTION: Karen to raise this with Mandy and email the group with this information

- 9.7 Dr Susannah Robinson talked about the enhanced primary care pilot and how this will change the way the practice will work, with the current shortage of GPs and increased demand of patients due to more complex needs. This will involve employing six health coaches who will work with the GPs, managing their lists and becoming the first point of call for patients who have medical conditions meaning they need to be contacted frequently. The health coaches will also help GPs with their paperwork, enabling them to spend more time with patients.
- 9.8 To make this work the patient list needs to be reviewed and everyone put on a scale of one to ten depending on their complexity. Patients at the higher end of the scale will be reviewed and weekly team meetings will be held with the GPs, nurses, health coaches and reception staff to identify the best person to deal with their needs. This will help save money in the future and reduce admissions to hospital.
- 9.9 This is being done in other GP Practices in Yeovil and patients like this additional service, which is adding value to practices.

10 Any Other business

- 10.1 The practice will be holding an away day shortly and the topics being covered will include the enhanced primary care pilot.
- 10.2 Ruth asked how PPG can help the practice and become more involved. Karen said this would be good and one example would be helping out on flu days, where the PPG can meet patients and gather patient feedback and also capture carers for the register.
- 10.3 Peter asked whether another health event could be held to look at diabetes. Karen agreed with this and said there are some diabetes nurses in the surgery who could be involved in this.
- 10.4 It was agreed to discuss this at the next meeting to hold an even later in the year.

ACTION: Include proposed health event on the next agenda

- 10.5 Ruth suggested asthma as another event.

- 10.6 Michael asked about appointment delays and whether there is any way of informing patients if there is a delay with their GP. He had recently waited 30 minutes for an appointment but was not given any explanation; however apologies for another GP had been given during the time he waited.
- 10.7 Dr Robinson and Karen explained the difficulty of keeping patients informed. The self-check in system will not flash up a message when patients sign in, however if they sign in at reception some of the staff will let them know how many patients are before them. There is a note on the television screen television saying to go back to reception if you have been waiting longer than 20 minutes.

ACTION: Karen will raise this with Phil

- 10.8 Chrissie asked about the new phone system and whether patients will be told how many people are queuing ahead of them. Karen said this does currently happen, however there are only ten lines into the practice so if you receive an engaged tone you need to recall. Patients who do not want an appointment on that day should call after 10.00 am.
- 10.9 David asked whether any GPs will be going on strike on 12 January. Karen said two registrars will be going on strike and they are being supported by the staff. However the GPs are not part of this action.

11 Date of next meeting

- 11.1 David thanked everyone for attending the meeting. The next meeting is being held on 22 February 2015.