

## PRESTON GROVE MEDICAL CENTRE

Meeting of the **Patient Group** held on **Monday 12 September 2016** in the **Common Room** at **Preston Grove Medical Centre**.

Present: Karen Lashly, Practice Manager (Chair)  
Philippa Clifford,  
Chrissie Gee, Patient  
Sally Higgins, Office Manager  
Sue Jay, Nurse Manager  
Christine Lincoln, Patient (Secretary)  
Michael Tritton, Patient  
Kathy Way, Patient  
Mike Way, Patient  
Eve Whear, Patient  
Dee Williams, Patient  
Dr Jo Nicholl

### 1 Welcome and apologies

- 1.1 Karen welcomed everyone to the meeting.
- 1.2 Apologies were received from John and Ruth Hann, Malcolm Jefferies, David March and Mandy Mason.

### 2 Minutes

- 2.1 The minutes of the meeting held on 4 July 2016 were agreed as an accurate record.
- 2.2 Karen had not received any further information regarding the forthcoming CQC visit, they have to give two weeks' notice.
- 2.3 The next staff meeting will be on 13 October when the car parks could be monitored again. Sally will send the dates to Michael and Peter, David already has a copy

**ACTION: Sally to send dates to Michael and Peter**

### 3 Patient Benefit Fund

- 3.1 Sally said the current balance is £130.55; no additional money had been received.

### 4 Diabetes Health Event

- 4.1 Karen said that this had not moved forward. Christine had suggested holding this on the same evening as the next patient group meeting, so members would all be able to attend.
- 4.2 There was a discussion around what information the group would like to see at the event and who could be invited. Suggestions were as follows:
  - Dietitians – to give diet advice, including vegetarian options
  - Prevention for patients who are at risk of developing or susceptible to diabetes
  - Understanding of Type 1 and Type 2 diabetes
  - How to avoid diabetes
  - Invite Rachael Rowe from Somerset CCG
  - Invite Diabetes UK
- 4.3 Karen felt that the event was a good idea but needed to have more thought put into it to be effective and we also need to ensure that a good number of patients attend.

- 4.4 Karen and David have been discussing working with other practices across Yeovil. Karen will be meeting with representatives and would find out their views on holding a joint health event, which could be broadened out and not just focus on diabetes. She would feedback to David on his return from leave and also check that Somerset CCG was not planning any diabetes events in the future.

**ACTION: Feedback from meeting with other Patient Participation Groups in Yeovil**

## **5 Fund Raising**

- 5.1 Karen said there were no specific items of equipment currently required by the practice, so it would not be easy to encourage people to fundraise.
- 5.2 The profile of the Patient Benefit Fund needs to be raised; letting patients know about the fund and how the money has been spent over the last few months.
- 5.3 Karen and Sally will look at the noticeboards in the waiting room and identify one that can be used for this.

**ACTION: Karen and Sally to look at noticeboards**

## **6 Liaison with Neighbouring PPGS**

- 6.1 David had been contacted by the new Chair of Ryalls Park PPG suggesting the Chairs get together to discuss what each group is doing and how they could work together. This could lead to a joint meeting of the groups.
- 6.2 Preston Grove was happy to support this, as an established PPG they would be in a position to help other PPGs. David will get in touch with other Chairs on his return.

**ACTION: David to meet with other PPG Chairs in Yeovil**

## **7 Patient suggestions/complaints**

- 7.1 Quite a few Friends and Family Tests have been received in the last month and Sally read out of a selection of these.
- 7.2 One patient had recorded that he/she had to wait three hours for their appointment. As there were no contact details the practice could not address this. However, they were concerned with this comment, as this situation should not occur.
- 7.3 Dee raised an issue that a patient she met had travelled a long distance with her mother for an appointment, to find that it had been cancelled by the practice, not the patient.
- 7.4 Phil was not aware of this and nothing could be done as they did not have the name of the patient. She talked about a similar situation where an appointment had been cancelled. On this occasion the patient had made themselves known to the staff. The practice was able to address this and offer another appointment on the same day, with a different clinician.

## **8 Staff suggestions**

- 8.1 There were no staff suggestions.

## 9 Practice Updates

- 9.1 Phil said the three new receptionists were doing well; they have had telephone training and are still learning the role as well as getting to grips with three computer systems. Preston Grove has a low staff turnover, however in recent months some of the reception staff have moved on with some becoming health coaches and others being promoted.
- 9.2 Sue said staff are getting ready for the flu season, sessions will be held on four Saturdays from 15 October 2016. Patients entitled to flu jabs are encouraged to have theirs at the surgery rather than going to their local pharmacy, as the surgery are paid for every one they give. A planning meeting has been held and advertising will take place in advance.
- 9.3 Patients will have to make an appointment, there were problems last year with patient turning up meaning there were long queues. If a patient, who is entitled to a flu jab, has a doctor's appointment they will be able to have their jab at that time. Reception staff will ask patients who are over 65 when they attend. This will help to ease the pressure.
- 9.4 Karen said this year the surgery are not doing a flu collaboration with the other local surgeries whereby they go into nursing and residential homes and give flu jabs to all patients. Last year each surgery was allocated a number of homes across Yeovil. There was an issue around recording this information and knowing whether Preston Grove patients had had their flu jab. This year Preston Grove will be going into homes and dealing with their patients only. This is much safer for patients; however it is a lot of extra work for the staff.
- 9.5 Karen said all the health coach vacancies had been filled with seven in post, one for each GP. They have all been on a course and are now learning how the surgery works. GPs will have to start referring patients to them as they will be able to spend more time with patients. Health coaches can benefit the patients by supporting them, calling them once a week. They help in other ways such as visiting after discharge from hospital, helping them get out of bed or helping with their shopping. They can help build patients confidence.
- 9.6 Patients will start to see the benefit of health coaches and they will not need to see the doctor. Patients are being encouraged to see the most appropriate person for their care. The health coaches are helping the doctors with their paperwork, so the doctors have more time for patients.
- 9.7 Preston Grove is in a better position than most surgeries (locally, or nationally) as they have seven doctors, each with 2.400 patients. Preston Grove is working with Yeovil District Hospital and looking at a sustainability plan, which is happening across the country. Yeovil is a Symphony site and received Vanguard funding for two years. Patients are being encouraged to look after themselves and not rely on visiting their doctor.
- 9.8 Dr Rachel Boyland will be joining the practice on 14 October; she will be working Wednesday /Thursday and Friday seeing the patients of doctors who are on leave. There are two registrars at Preston Grove as they are a teaching practice.
- 9.9 Karen said health coaches will be working on Saturday and offering telephone slots for patients. There are also three telephone slots each day after 6.30 pm, this means there will be increased flexibility as patients will have the option of an appointment or telephone call. This will also increase the number of slots available for doctors. There will still be a doctor available on Saturday, but this is only for pre-booked appointments as there is no telephone cover on Saturdays.
- 9.10 If patients need to see a doctor out of hours they are encouraged to either call the out of hours service on 111 or visit the walk-in centre in Boots which is available every day from 8 am to 8 pm. This centre does have a large patient list so it is becoming difficult to get appointments and the best time to go is early in the day.

- 9.11 Karen suggested a newsletter could be produced giving updates about the practice: new staff, what health coaches do; who the doctors are and introduce the patient group. Newsletters are time consuming and information will be needed. It would be a good way of advertising the health event when this is arranged.

## **10 Any other business**

- 10.1 Karen said Somerset CCG AGM is taking place on 21 September at Woodlands Castle, Taunton. David had been invited as Chair but was unable to attend and wanted to know if anyone else would like to represent the practice. Christine said she would be attending as a member of the CCG and had been nominated for the Patient Participation Group award.
- 10.2 Dee asked about a letter she had received to book an appointment and the reason for the delay in getting the appointment. Karen explained the reasons for a possible delay and how to avoid this in the future.

## **11 Date of next meeting**

- 11.1 Karen said the next meeting will be held on 17 October 2016.