

## PRESTON GROVE MEDICAL CENTRE

Meeting of the **Patient Group** held on **Monday 2 November 2016** in the **Common Room** at **Preston Grove Medical Centre**.

Present: David March, Patient (Chair)  
Philippa Clifford, Reception Manager  
Sally Higgins, Office Manager  
Karen Lashly, Practice Manager  
Christine Lincoln, Patient (Secretary)  
Peter Spranklen, Patient  
Kathy Way, Patient  
Mike Way, Patient  
Eva Whear, Patient  
Dee Williams, Patient

### **1 Welcome and Apologies**

- 1.1 David welcomed everyone to the meeting.
- 1.2 Apologies were received from Chrissie Gee, John and Ruth Hann, Malcolm Jeffries and Mandy Mason.
- 1.3 There was no GP at this meeting.

### **2 Minutes**

- 2.1 The minutes of the meeting held on 13 July 2015 were agreed as an accurate record.
- 2.2 Item 4.1 – Karen said the extended hours at the surgery started in September, Saturday morning surgery and late telephone calls by the duty doctors after 6.30 pm are now taking place. Patients like Saturday mornings but not evening appointments. This is working well and good feedback has been received. This is giving patients more choice as there are more appointments available.
- 2.3 Karen will give an update on the number of carers that are registered at the surgery. She said this is difficult to say as it changes all the time.

**ACTION: Karen to give an update on carers numbers at the next meeting**

### **3 Website**

- 3.1 Christine will send copies of the minutes, agendas, terms of reference and rules to Karen so she can update the website.

### **4 Patient Benefit Fund**

- 4.1 The paperwork has been signed by Karen. The fund is currently £11,686.03; the new car park signage has been paid for from the fund.
- 4.2 Karen said there is also a prescribing initiative fund which is currently £6,000 but there is a different criteria for spending this money.
- 4.3 The staff have been asked for suggestions and will come back to a future meeting.

- 4.4 The telephone system needs to be updated as this is now encountering problems. The surgery is also looking at putting up a barrier at the entrance, along with a camera to use during school closing time to stop parents parking in the surgery car park. This will cost approximately £5,000.
- 4.5 Peter suggested the gate could be manned for half an hour during school closing time to oversee the parking problem by checking names against the appointment list to ensure only patients are using the car park during this time. Peter volunteered to be in attendance and David agreed likewise by way of support. Karen said there is a letter that can be handed out during the time giving information. Clearly David and Peter need to have their PPG ID badge and Sally will attend to the issue of these and let David and Peter know when they are available. The manning of the gate will then commence for a trial period.

**ACTION: Sally to contact David and Peter when ID badges are ready**

**ACTION: Peter and David to talk to Sally to agree a date for this trial**

- 4.6 There is still some flooring to be completed within the surgery.
- 4.7 It was asked whether this fund could be advertised to patients to see if it could be increased and to make them aware of it. Christine suggested putting information on the website saying what the fund has purchased instead of asking for bequests, this way patients would know it existed without being directly asked to donate.

## **5 Patient Waiting Times**

- 5.1 David highlight an article published in the Western Gazette on 23 July 2015 about a survey carried out which showed that patients were least satisfied with the waiting times at Preston Grove Surgery and 34% of patients waited more than 15 minutes for their appointment.
- 5.2 Karen said this was a national survey; however Preston Grove offers longer appointments for patients and will deal with more than one issues so patients will be waiting slightly longer. As the acute teams see general patients the GPs only see patients with complex issues so they will always run longer due to the nature of the appointments.
- 5.3 The patient list at Preston Grove has dropped slightly and there are currently 12,600 patients registered with the surgery. This is normal when a GP leaves or retires as patients will move around and change surgery.

## **6 Patients Suggestions/Complaints**

- 6.1 There were no patient suggestions or complaints to record.
- 6.2 Sally read out some comments from the friends and family tests, which showed that people were happy with the practice and the staff. However, they would like to have magazines in the waiting rooms, which have been removed for health and safety reasons.
- 6.3 Eva suggested putting up a notice or putting something onto the coffee tables saying why the magazines had been removed, as well as children's toys.

## **7 Staff Suggestions**

- 7.1 Karen said the staff social group is getting established which is to build up the teams, there is one member from each department involved and they are currently arranging a staff Christmas do. They will be arranging other events.

- 7.2 The prescription team has suggested that patients get prescriptions to them by 4.30 pm instead of 6.00 pm so they can deal with them; this also helps as they are not waiting to see GPs for any queries. They are also looking at getting prescriptions from the GPs earlier in the day. The 72 hour count for prescriptions starts in the morning before 12 noon.
- 7.3 The surgery is trying to reduce the number of home visits by GPs and encouraging people to attend the surgery for routine appointments so GPs only visit when it is appropriate, the GPs need to talk to their patients about this.

## **8 Updates**

- 8.1 There have been a lot of changes in Philippa's area, since Dr Filose retired four GP sessions have had to be replaced. GPs are being supported by admin staff and there is a PALS service in place to liaise directly with patients which leaves more time for GPs to see patients with more complex clinical needs.
- 8.2 Three more staff have been recruited to reception and are currently undergoing training, new staff answer the telephones before being moved onto reception; and one member of the reception team has moved into the admin team to support Sally in the PALS role. Paperwork is being filtered so GPs only see urgent stuff.
- 8.3 Sue said the flu jab sessions are going well and ad hoc appointments have also been offered with the nurse. The surgery is working in collaboration with other surgeries across Yeovil and visiting five nursing homes; Preston Grove has 148 patients in Nursing Homes in Yeovil.
- 8.4 Karen talked about the Symphony Programme which Preston Grove is fully involved with, which is looking at working differently.

## **9 Any Other Business**

- 9.1 It was asked whether a water cooler could be installed in the waiting room. Karen and Sally said they would obtain a quote.

**ACTION: Karen/Sally to obtain a quote for a water cooler**

- 9.2 Dee asked about booking on-line appointments for blood test to be carried out to coincide with GP appointments. Karen said she would have to call the surgery to get a nurses appointment to get these appointments to be together. It is difficult to book nurse appointments on-line as they all deal with different things.

## **10 Date of 2016 meetings**

- 10.1 Meetings in 2016 will be held on:

- 11 January
- 22 February
- 11 April
- 23 May
- 4 July
- 5 September
- 17 October
- 28 November