

## Minutes of Patient Participation Group Meeting

Trinity Street Surgery

Tuesday 17<sup>th</sup> January 2017

**Attendees :** R Nixon, K Bell, J Carroll, A Wenley, K Griffin, Dr Z Barber & Dr A George,  
A Glanfield, S Kerridge, B Earley & Nicky Martin.

**Apologies :** M Coates, Dr H Simper

- Minutes of 11<sup>th</sup> October 2016 meeting accepted. Noted J Carroll did attend meeting and was present, this had not been documented on the minutes.
- Winter Health Crisis – The Doctors feel there has been no major effect with regards to increase in appointments, the main pressure is being felt at A&E and acute areas. The CCG are running an initiative in funding ‘extra Winter clinics’ for GP’s surgeries. The initiative requires GP surgeries to provide an extra 19 appointment slots each week during the period between 9.1.17 & 28.2.17. The surgeries have taken up this initiative and are making available 4 slots a day (over both surgeries) to meet this criteria, and as staffing levels continue to be good these extra appointment slots are easily being covered. These appointments are only available by calling the surgery not pre bookable or on line.
- Advanced Nursing practitioner leaving - Both Part time Nursing practitioners are leaving the surgeries within the next 2 months, one to pursue a new career and the other due to retirement. A new Full time nurse practitioner has verbally accepted the position and brings a wealth of knowledge and experience within the triage nursing sector. It is planned the nurse practitioner will be able to develop more key areas for the nursing staff to hold specific clinics etc. The nurse practitioner will be based at Bowthorpe surgery but may visit Trinity Street from time to time.
- Changes to booking appointments – The Drs have decided that a patient needing an appointment slot for a sickness note/repeat prescription is not an ideal use of Drs time, reception staff are to tentatively question the patients when calling for their need to see a doctor. Could it be dealt with over a phone consultation or would it be more appropriate to see the nurse or could a repeat sickness note be left out for collection. This system of reception staff asking the question ‘Could I ask the reason for your call?’ began on Wednesday 11<sup>th</sup> January 2017 and has received positive feedback. The reception staff are aware not to question the patient in detail why an appointment is needed, just requiring a brief outline of the patients concerns is sufficient.
- Updates from GP : Dr Barber is to increase her hours from September. A letter was recently distributed to some patients with regards to their blood tests taken over the past year and their HBA1c levels. Due to the wording of the letter it caused some patients to be unnecessarily concerned. It was suggested that if template letters are to be used in the future, the PPG could vet them first to see if the wording is appropriate and patient friendly.

- Confirmation of attendee at NPP Conference – The conference is to be held on the 24<sup>th</sup> June in Basingstoke. J Vincent and M Coates have expressed an interest in attending as well as B Early. The group asked B Early to contact the members who expressed an interest to establish who will be going so the surgery can book the place. After the conference it was suggested that the attendee gives a presentation to both PPG groups to inform them of what had been discussed at the conference.
- Patient Survey – B Early has helped to redesign the survey questions and this was reissued December 2016, the survey will be reviewed in 6 months time. The questionnaires coming back to the surgery have been positive but less comments...is this because the surgery are great or the box isn't big enough to air patients views?
- A.O.B

PPG Awareness week 19<sup>th</sup> – 24<sup>th</sup> June 2017

Volunteers will be required to attend the surgery for a few hours over this period to make patients aware of the group and to receive feedback with regards to the surgery etc.

Prescriptions

A query was made with regards to repeat prescriptions not being correctly issued/Chemist not having stock etc. The surgery requires 48 hours notice to reissue repeat prescriptions, which are usually then sent over to a nominated chemist electronically. B Early to visit Hurns chemist to see if the systems in place work efficiently or could they be tweaked i.e better communication between Surgery & Chemist with regards to no stock or missing items on prescriptions, as patients are only learning of problems when collecting their prescriptions at the nominated chemist.

Saturday appointments

Trinity Street surgery now holding pre booked Saturday morning appointments. First surgery will be held on 28<sup>th</sup> January between 8-11. This will hopefully continue monthly .

**Next Meeting Scheduled for Tuesday 25<sup>th</sup> April 2017.**