**MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING HELD ON THURSDAY, 15TH NOVEMBER 2018 AT MALTBY SERVICES CENTRE**

**Present:**

Julie Small, Practice Manager (Chair)

Dr A Mellor, GP

Agneta Hopkin, Assistant Practice Manager

Patient: AR

Patient: CP

Patient CW

Patient: NS

Patient: PS

Patient: TP

Patient: VC

**Introduction:**

Practice Manager welcomed everyone and gave an overview of the purpose for the meeting

**Objectives:**

Practice Manager explained the objectives of the meeting:

* To give feedback on the outcomes from the suggestions and plans for improvement which were taken forward from the last patient participation group meeting
* To discuss patient feedback received throughout the year
* To seek further views of patients with regard to services provided and suggestions for improvement / discuss practice priorities and plans
* Agree an action plan of priority to take forward for this coming year and how this will be implemented by the practice
* Meet again around February/March time to review progress of the action plan

**Feedback from the outcomes and areas discussed at the last meeting/General Information:**

* Practice Manager updated PPG members with some very positive news that after months of hard work and effort, the practice has now recruited two new GPs following the retirement of Dr Staszek and resignation of Dr Caley in August. Dr Phiby Ekladious (female) will be joining as a GP Partner on 1st December. Dr Ekladious has been undertaking Locum sessions since February and is very much liked by patients and staff. Dr Saqib Ali (male) will join the practice on 4th March next year as a Salaried GP. Dr Ali has undertaken a couple of sessions as a Locum GP and feels that the practice is very friendly and well run.
* One of the priorities from last year was to secure a practice clinical pharmacist and we are happy to inform members that the NHS bid was eventually successful and we now have a pharmacist in post working 1.5 days per week (shared with other GP practices in Rotherham) and are in the process of developing her role to help reduce GP workload by dealing with medication requests, reviews etc. Dr Mellor explained the duties that she is able to perform.
* The ANP (Advanced Nurse Practitioner/Prescriber) roles are continuing to be developed to assist the GPs in triaging patients and dealing with quite a few patients with minor illnesses. A discussion was held about patients being booked with the most appropriate clinician and Practice Manager informed members that the receptionists are now trained up as ‘Care Navigators’ who will ask for a brief description of the patient’s condition and direct them to the most appropriate clinician or service. An example was given that there is now a physiotherapist attached to the practice and patients with e.g.. musculoskeletal problems can be booked directly with him rather than being seen by a GP. The practice was asked how online bookings work as patients could book themselves in with a GP even if this is not appropriate. Members were informed that this is beyond our control at the moment and this is the reason why we do not offer online booking for the nursing team as their booking guidelines are quite complex with different skill mix and length of appointments dependent on the procedure or nature of consultation.
* Members were informed that patients can now access ‘Extended Hours’ appointments (after 6.30 pm on an evening and weekend mornings) through the Federation at one of the GP Practice Hubs within Rotherham for routine GP appointments and appointments with nurses/HCA have just been introduced. The appointments are made through our receptionists via remote booking but the patient must give their consent to share their personal information (Data Sharing).
* The practice is also looking at alternative ways of consulting with patients and Dr Mellor gave a brief overview of e.g. virtual consultations which may be offered in future. One member asked if we could liaise via email but Practice Manager informed that this is not currently available.
* Practice Manager informed members that we have decided not to pursue the boundary change to take Hellaby out of our boundary to new patients as the numbers were not significant enough to benefit from the changes. Our catchment area is listed in our practice leaflet and available on a map in the reception for patient information.
* Practice Manager informed members that the practice is continuing to obtain positive feedback from patients through the ‘Friends and Family’ survey and statistics were given from the October survey which were very positive. A few comments were read out to patients to reflect this and are available on request.
* Members were reminded about the Rotherham wide PPG Group which meets periodically and that representation from our group may be of benefit if any member would like to attend. Invites are sent out via Practice Manager along with minutes of the meeting at the request of Rotherham CCG. One member did mention that these meetings are held during working hours so not suitable for members who work.

**Patient comments and suggestions for improvement to services:**

Members of the group were asked for their views on how the practice is doing, general feedback and suggestions for improvement to services:

* Member AR had agreed to write to Rotherham MP Kevin Barron at the last meeting with regard to our situation with the shortage of GPs and difficulty in recruiting new GPs and gave feedback on the responses received which reflects what is already known about the local and national situation. AR was thanked for her time and efforts with this.
* Practice Manager asked for feedback on the new library which has now opened in our building. The library was thought to be well designed but perhaps lacking in certain book selections from the old library. Comments were generally quite positive.
* New speed humps in the car park were discussed as complaints had been received from patients. Practice Manager had raised this with the building manager and informed that the humps are compliant in specification to Health & Safety standards. It has been noted that the hump to the entrance of the car park has now been removed. Members were informed that it had been brought to our attention that a patient registered with the other practice did have a fall over one of the speed humps and this has been reported for investigation.
* One member asked Dr Mellor why prescriptions are now being changed to 28 day supply from 56 day as this can be an inconvenience for patients. Dr Mellor explained that we are working with the Rotherham medicines management team with regard to safer prescribing and saving NHS money but explained circumstances where a 56 day supply may be prescribed. Dr Mellor also explained what Repeat Dispensing is and that this is a good option for patients on stable/regular medications. Patients also have the option to order their medication online and the pharmacy offer a delivery service to the patient’s home.
* A suggestion was received that it may be useful for the practice to create a patient leaflet/hand-out explaining the various roles of clinicians in the practice, especially with regard to ANP roles which patients may not fully understand. The practice agreed to look into this.
* A member informed the meeting that she had been looking into information displayed at Weldrick’s pharmacy relating to ‘Q Doctor’ which is an online consultation service at a cost of £20 and discussion was held that should consultation be free at point of delivery?

**Action Plan – Patient and Practice Priorities:**

* Sustainability:
	+ To become sustainable again following the recruitment of two new GPs and develop new ways of working to ensure we achieve access and provide a quality service for the practice population.
	+ Continue to develop the ANP and Clinical Pharmacist roles to assist with GP workload
	+ Create a patient leaflet/hand-out explaining the various clinical roles in the practice for patient information
* On Line Services:
	+ Aim to achieve the 30% target by end March 2019 (currently at 22.3%) by promoting the service to patients opportunistically / at new registration and advising of the benefits to patients in ordering medication and booking of appointments online.
* Prescribing:
	+ Continue to promote Repeat Dispensing as a benefit to patients on regular/stable medication
	+ Aim to change 56 day prescriptions to 28 day to comply with safer prescribing and as a saving to the NHS

Practice Manager thanked everyone for their attendance and closed the meeting by informing the group members that a further meeting date would be arranged around February/March 2019.