

Dr PAA Wood & Partners

Patient Participation Group Meeting

Minutes of meeting

Wednesday 9th January 2019

Present: Dr PAA Wood, Geraldine Comery, Margot Keats, Vanda Vickers, Dorothy Fisher, Ann Askey, David Bennet, John Gabb, Michael Cox, Lynn Marley, John Barrett, Marianne Croll, Neil Croll, Satwant Panesar, Andy Ronaldson, Paul Houghton, Irene Sobek

Apologies: Eddie van den Bron, Dee Coulthurst, Hilda and Peter Steele, Luz Worth, Judith Johnson, Barrie and Brenda Armitage and Val Haylett

Margot Keats Chaired the meeting – thanks from the group for stepping in at last minute

Margot Keats and Vanda Vickers agreed to be Minute Secretary for the Group

1. Minutes of the last meeting 17/10/18 :

Minutes of the last meeting were accepted as correct.

2. Matters Arising :

There is a recruitment drive taking place for more phlebotomists at RDH, who attend the Practice. At Park Farm site a phlebotomist is in attendance two full days per week and at Vernon Street, one full day every other week.

Question was raised regarding high backed chairs (with arms) for Vernon Street. The previous ones that were supplied by monies raised by the PPG were no longer suitable as they cannot be cleaned. Geraldine to investigate.

3. Practice Update:

- Two new receptionists have joined our team, Iain and Elley. Lynsey will also be joining the Practice Nursing team in March 2019 when she has completed her basic nursing training.
- Dr Wood explained how the surgery handles and manages the large amount of appointment requests received. He detailed the consideration made to the different types of patient requirements; the telephone triage system which handles many patient issues over the phone without the need for them to attend surgery alongside the patients with complex conditions who need additional clinical time. The Practice is aligned to 8 nursing homes in the local area; a Partner is assigned to each home so that these patients have continuity of care where possible. There are also a few patients that reside in other nursing homes that the Practice still look after.
- The first approval has been received for a small amount of funding from NHS England for some refurbishments at Vernon Street. Update after the meeting – the funding application could not be completed due to timescales; the Practice is considering which items need to be addressed as priority.
- Flu Clinic: PPG agreed the clinic was run very effectively and efficiently. Geraldine explained there are 4 serums aimed at different age groups. Systems were set up in house to ensure the correct serum was given to each patient; they are distributed nationally and in controlled batches. This meant it was difficult to give adhoc flu injections (during other surgery appointments for example). Flu vaccines have already been ordered for 2019 and as we are not currently being dictated to on our delivery dates, we may be able to consider adhoc injections for 2019 season. Housebound and Nursing Home patients are covered by the District Nurses or Practice Nurses. Flu

injections represent a funding stream to the Practice so it is important to facilitate as many patients as possible alongside the importance of keeping our patients safe.

- Medicines Order line: Patients are experiencing long waiting times for the phone to be answered - 15 to 30 minutes. This can be distressing and confusing for patients who do not have online access. Geraldine explained Medicines Online are holding a staff recruitment drive but she would pass on this concern.

Update after the meeting; the manager for MOLS has advised Geraldine that the phone times will be extended to 9.00am – 4.00pm from the 11th February 2019. At present the best times to phone are Wednesday, Thursday and Friday between 1.00pm – 2.30pm.

- Communication between Vernon St and Park Farm Surgeries: A member experienced difficulties obtaining a swift change in medication following test results. The prescription was at Vernon St and it seemed it couldn't be transferred electronically or physically for two days. Dr Woods expressed regret but usually electronic and actual communications between the surgeries was good. Geraldine explained there was a daily mail 'bag run' between surgeries.
- Prescriptions to Pharmacies: Patients can elect to have their prescriptions sent to any Pharmacy of their choice either via Medicines Order line, asking the pharmacy or through reception.

4. **Chairman's Update (Eddie van den Bron) – not available**

5. **AOB**

- PPG agreed Eddie is obviously very busy and having difficulties attending it was suggested asking if he felt appointing two step-up Chairpersons to share the role alongside the Vice Chairperson. Geraldine will contact Eddie.
- Val Haylett passed on via Margot the absence of a PPG Notice Board at Vernon Street. Val is happy to rectify that.
- Next Meeting 10.04.19 to be held at 10 Vernon St DE1 1FR in the downstairs waiting room. Parking is free and easily available after 6 pm. PPG members can decide if they want to alternate future meetings between the two surgeries.
- Topics/Speakers for future meetings:
Suggested topics: Drug abuse-recognition of symptoms, Mental Health, Dementia, 'Day in the Life of a Pharmacist', Fitness in Older Age. Geraldine will consider these to discuss at the next meeting.
- Touch Screen Registration: PPG noted many patients failed to notice the screen and wait at reception at Park Farm. The Vernon Street screen is more prominent as you enter reception. Geraldine will ask reception staff to direct patients to the screen if a queue forms.
- The lift is currently out of order. A replacement part is on order but will take a week to arrive. Geraldine is chasing it up.
- PPG asked if it would be possible to have a chart showing pictures and names of staff. All staff and clinicians are listed on the Practice Website.

6. **Meeting Dates for 2019**

- Wednesday, 10th April 2019 at **Vernon St Surgery. 10 Vernon St Derby DE1 1FR**
- Wednesday, 10th July 2019
- Wednesday 9th October 2019