

Dr PAA Wood & Partners
Patient Participation Group Meeting
Minutes of meeting
Wednesday 9th October 2019
Held at Park Farm Medical Centre Derby

Present: Dr PAA Wood, Geraldine Comery, Sue O'Key, Val Haylett, Margot Keats, William Keats, Vanda Vickers, Dorothy Fisher, David Bennett, Satwant Panesar, Irene Sobek, Richard Seal, Elizabeth Cummings, Neil Croll, Marianne Croll, Richard Smith, Rachel Owers-Jones, Ann Butler, Liz Worth and Dee Coulthurst, Vanda Vickers, Louise Battle.

Apologies: Paul Houghton, Barbara Mayne, Sue Ekins, Alan Nicholls, Irene Nicholls.

Vanda Vickers agreed to be Minute Secretary for the Group

1. Care Co-ordinators in Derby City Practices

Louise Battle, Care Co-ordinator gave a very interesting and informative talk to the group, explaining the role of Care Co-ordinators. She was kindly standing in for our Practice's Care Co-ordinator Malcolm Gallon. Malcolm was awarded the NHS Care and Compassion, Extra Mile Award 2018.

Louise explained that CCs are based in GP surgeries, full or part time dependent on patient population.

CCs have links with the hospitals and are aware of hospital recommended support packages following discharge. The service strives to be proactive and preventative, identifying unmet patient support needs.

Their aim is to support in the home and for patients to maintain their independence for as long as possible.

For example CCs can help and advise if patients have problems with mobility, personal care, obtaining equipment such as grab rails or raised toilet seats, managing long term health conditions and medication.

They can advise and/or refer patients for services, for example:

Adult Social Services, District Nurses, Palliative Care, Community Therapy Teams, Support services following a bereavement or advise on benefits and housing.

They have a multidisciplinary approach liaising with groups such as Social Care, Housing Associations and the Police as well as other CCs. They maintain sound knowledge and links and try to increase networks as much as possible.

Their remit is very wide and diverse. Clients are usually over age 18 but CCs may be involved with the whole family, depending on the need.

For example a family member may seek help and advice regarding concerns about a parent possibly showing signs of dementia or following a sudden illness.

CCs can help signpost or refer to mental health and other voluntary services.

Social isolation can be a big problem and CCs can advise on for example befrienders, coffee mornings, gardening groups or walking groups plus volunteer transport services.

CCs try hard to find the service that fits need and eligibility. Some services are self-funding so they endeavour to use voluntary and charity organisations as much as possible.

Dr Wood commented on how invaluable the CCs have been – they can solve problems in a useful and practical way. Patients don't always know about services available.

Much more information about the work of Care Coordinators in Derby City Practices can be found on the Practice website or by following the link:

2. **Minutes of the Previous Meeting 10/07/19** - agreed as a correct record

3. **Actions Outstanding** – none

4. **Group Update - Val Haylett, Chair PPG**

Derby Hospitals Choir Raffle – volunteers needed to sell tickets on Flu jab days at Park Farm and Vernon Street.

Terms of Reference distributed – Val asked for any comments to be emailed to her.

Arthritis Action Group – have meetings in St Peters Church 2-4pm on 31st Oct, all welcome. The group are happy to come to give talk to PPG – Val will get in touch re availability.

Geraldine Comery

Social Prescribing – is a very new service in its infancy. The person in role would consider other factors of patient need including mental health and wellbeing. The Primary Care Network (the group of Practices that Park Farm and Vernon Street belong to) are looking to jointly appoint someone in the future

Another Advanced Nurse Practitioner has been appointed. The Practice is advertising for a GP and a Health Care Assistant.

The phone systems are being replaced. There will be a single service across both practices, e.g. call recording [training], better data e.g. statistics regarding busy times, queue waiting will be improved including how many ahead of you

A new website is under construction. New government contracts say Practices must be able to offer online consultation. A patient can ask a clinician a question, for non-urgent queries [maybe 2/3 day response time]. The focus is on self care and patient education. When telephoning the surgery some patients are very reluctant to say what problem is, making it difficult for reception staff to ascertain if they actually need an appointment or just information about another service

Missed appointments are currently 3% - this has improved since text message reminders

PPG members raised:

IT problems e.g. system failing to record when patients logged in.

Frustrations when trying to order medication using the phone line service – either very long answer waiting time or no service at all. The Medicines Order Line telephone service has experienced a line fault recently and has a maximum 12 person queue before cutting off. Work is being done to improve the service, including employing more staff and extending their opening hours.

The long waiting time [sometimes 4/5 days] for Allestree Boots pharmacy to fulfil prescription requests following online or telephone requests. Also some medications being unavailable. Some members use other pharmacies – you can easily nominate which pharmacy you want when using the online facility.

The long wait for appointments especially for a particular GP for follow up appointments. Geraldine advised that hub appointments are available. Some PPG members were unaware of the hub appointment service and queried how the information was shared. There are bold posters in the waiting rooms and information on the website. PPG members found the system of ringing that morning for appointments frustrating.

Dr Woods explained that the system was introduced so that people who need urgently to see a GP can get a response. The triage system does however reduce GPs availability for 'follow up' appointments. It was suggested that if a GP suggests that a follow up appointment is needed, then the patient should ask if they need to see that particular GP. GPs do not work all days of the week and therefore for some GPs, this can restrict the number of appointments available specifically with them.

Is there a limit on how many new patients the Practice takes on?

The Practice has an Open List - there is a gradual rise in the number of patients. The average number of appointments per patient per has year risen considerably causing an extra load.

Some PPG members expressed annoyance at being asked by text if they would recommend/rate the Practice. The Practice are required by the government to ask and the data collated for performance assessments.

Meeting Dates for 2020

Wednesday, 8th January 2020

Wednesday, 8th April 2020

Wednesday, 8th July 2020

Wednesday 7th October 2020