# **Patient Participation Group**

**Minutes of meeting held on Tuesday 26th March 2019**

**Venue: Morthen Road Surgery, Wickersley**

**Present:**

Kerry Clay (Finance Manager) David Rhys Kate Bielby

Denise Burge (Data Manager) Bill Wright Julia Tomlinson

Katie Brown (Admin Assistant) Jane Darker Alan Garbett

**Apologies:**

Kerry began the meeting by thanking everyone for taking the time to attend and introduced Denise Burge.

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Staffing Changes

Dr Strettle has now returned following her maternity leave. This a great help to the surgery and patients having another female GP available.

Dr Turvey is our new trainee registrar; she will be with us for 1 year.

Dr Raj Gaikwad is now back as a locum GP. He started with us last year as a locum and then took a salaried position but due to personal circumstances has now gone back to being a locum GP so you will probably not see him around as much.

Vanessa Green, ANP, is leaving the practice, she is moving back down south to be with family.

In the interim we have a few locum ANP’s standing in until 1st April when Karen a locum ANP will start with us. Karen will initially be locuming for the first 3 months to see how she gets on and if satisfactory will become a permanent member of staff.

We also have 3 new receptionists, Celia, Rae and Gillian.

David asked how many GP’s we have, full time equivalent:

Kerry explained that we currently have 5 partners. Two of these are part time partners – Dr Balch covering 7 sessions per week and Dr Fulbrook covering 6 sessions with the rest of the partners being full time.

Dr Rob is still with us also locuming.

Kerry explained that it is difficult to get salaried GP’s, most prefer locuming which gives them much more flexibility. This is a nationwide problem.

Jane asked if we use agencies. – Kerry and Denise explained that most are private not from agencies but our ANP cover is from an agency. The problem with the agency ANP cover at the moment is finding staff that know how to use EMIS.

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Rotherham Health App

Denise explained that she has been working on the new Rotherham Health App this week adding appointments. The app can show you available appointments here and also appointments that you can book at the Hub’s on evenings and weekends.

Kerry explained that 25% of our appointments will be available to book through the new app online. We don’t want this to be 25% of GP appointments so will spread this out between Nurses/HCA’s and ANP also. The app can guide patients as to who to book with, it also has a symptom checker to use and will then suggest the appropriate person to see.

Jane asked if there could be a drop down box for relevant appointments.

Denise said we will be doing ‘slot types’ e.g. phlebotomy, smears etc. It is a bit more difficult for Nurse Appointments as different problems require different amounts of time.

Julia asked if it is Nurses that do smears – Yes nurses and also Dr Balch and Dr Strettle.

Kerry stated that at the recent meeting she attended it was stated that if you are already registered for online access you will still have to re-register for the Rotherham Health App. Denise explained how to register and that you would then need to bring in ID to the surgery to complete the registration, if she can cross reference your details to ID she already has on file for you then she won’t need to see it again and you will be given access.

David stated that he cannot get access to his records online and Bill agreed. Denise explained that access to records online is limited but before access is granted she needs to see ID, this may be the problem. There is a request form to complete which can be obtained from reception and you bring this back when completed with your ID.

David and Bill were not aware of this. Bill asked if he could collect the form on the way out today and Denise said yes you just ask at reception.

Bill asked if messages can be left on the system – This is not an option as we do not have the staffing to spend time checking messages every day. We don’t have the capacity in the building to hire anymore staff, all our rooms are full as we have midwifes, counsellors, dieticians and shared care etc. also using rooms.

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Suggestion Box

We will be making a change to the suggestion slips by adding space for patients to write their name. We get a lot of suggestions that we have explanations for but due to not knowing who has written the comment we can’t feedback to them. Hopefully if patients write their name on them we can get back to

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Any other business:-

* Bill asked how we are getting on with EMIS. – Denise explained that we like EMIS. Denise has used System One before and found it very limiting as a practice, EMIS lets us create things we need whereas System One is set as it is and nothing can be changed or added.

Bill explained that he finds EMIS annoying for example ordering medication – bad programming. Denise explained that the medication ordering site is run by a third party (Patient Access) and not EMIS.

Bill mentioned that when ordering there is a box that requires a message inputting before it will let you move on to the next section. Denise said there should be a box asking for what surgery you want the prescription sending to but she was not aware of a comments box, she will look into this.

* David mentioned that he finds making appointments online a problem and can never see any available appointments. Denise explained that this is due to the high demand for appointments, as soon as they become available at 8am they get booked straight away. If you look 5 days ahead you should be able to book for non-urgent appointments.

Kate said that she uses online for making appointments and has never had any problems and can always see plenty of availability.

Denise explained that appointments open online every day for 1/2/5 days ahead (embargoed). The CCG stipulate that this is a requirement for practices to do. We also have appointments available on the day from 8am for urgent problems. We also save daily appointments for patients that do not have online access and have to telephone the practice; these are mainly at Wickersley due to its size and a few for Ravenfield and Braithwell.

* Julia stated that it takes too long to get a routine appointment – on the day appointments are abused by patients who do not need to be seen urgently. - Kerry and Denise agreed that this can sometimes be the case but we can’t stop that from happening.
* Julia asked if the practice needs a new GP. - We are currently advertising for a salaried GP. The last time we advertised it took 1 year to find one. It is extremely difficult to get GP’s, this is a nationwide problem.
* It was suggested that we could triage appointments more – Denise explained that the Care Navigation that is now in place in some way does triage some patients as they will be referred to other services instead of booking a GP appointment. The ANP also takes some appointments away from the GP’s but the problem we find is that some patients will refuse to see the ANP and request a GP only, we are limited by what the patient will accept.

The ANP could triage appointments but the issue with that is if the ANP feels the patient then needs to see the GP actually having any appointments available for that.

Another option is having drop in sessions but in the past this has not worked as patients can end up sat waiting for long periods of time. Kate agreed that this is not an option; it would be going backwards not forwards.

Kerry explained that our ANP does see a lot of patients that would have usually had an appointment with the GP and if they feel the patient needs to see a GP they will arrange that.

We will take any suggestions on board.

* Jane asked if Braithwell patients can use the NHS health check which is provided by Parkwood Health. – Denise explained that we have contacted RMBC about this but they say no because some Braithwell postcodes fall under Doncaster then these households cannot access the Rotherham services. We have had numerous discussions with RMBC but they will not budge. But, as a practice duty of care we would offer these services at the surgery you just have to ask. If you need a health check we can provide this for you.
* Jane asked if we can cap the number of patients we take on?

Denise explained that we cannot do this, if a patient presents to us then we cannot say no. We currently have approximately 12700 registered patients which is an all-time high. We do cover a huge area, we could bring our area in slightly but the doctors would not want to do this for duty of care to our patients. We also have extended areas for patients that have moved slightly out of the area but request to stay with us, for continuation of care.

We also have a large number of home visits each day, 15 in one day last week. Mostly elderly patients that cannot get to surgery, these visits have to be triaged due to the high number.

* Julia asked if all GP surgeries do home visits – Yes this is part of the GMS contract.
* David asked if locum GP’s do home visits aswell. Denise answered yes they can but they will charge extra for it.
* Bill told the group that Doctors years ago were more hardworking and caring, Dr Brown once visited his house 3 times in one day and once on her way home after work.

Julia stated that new GP’s are not as good anymore as they used to be. You used to feel like a person and not a number.

* Julia asked what the old Apothecary building is changing to. – Kerry explained it will be the new Wickersley Foot Clinic.

It was stated that the parking will be even worse. Kerry explained that as a practice we are not obliged to provide parking, the foot clinic will be allocated two spaces.

* Julia asked we the practice didn’t use the building itself for more capacity. Kerry explained that in an ideal world this would be great but the partners wanted to rent the building out instead.
* David asked if the Rotherham Health App is live now – Yes we have some appointments available on the app to book now.
* Julia enquired to how we are catering for patients that are not online.

Denise explained that we have a big online community but most patients only use it for prescriptions. 25% of appointments will be soon online bookable but 75% are still only bookable over the telephone. We also have appointments that only open up at 2pm on the day.

* Jane mentioned that recently her father has a home visit booked and the clinician was late for the appointment resulting in her father having to wait for his lunch. It was suggested that we reword the home visit letters with a more flexible arrival time. Kerry agreed that we will certainly look into this straight away.
* Alan mentioned that his recent appointment for an over 75 review was much better as he received a questionnaire in the post with his appointment letter that he could bring with him back to the surgery. He felt this was a good idea. – Denise explained that the over 75 reviews are changing from April, instead of being over 75 reviews for every patient it will be an over 65 review for patients that are classed as frail. All other reviews will stay the same.
* Bill enquired about televisions for reception. We are not looking at getting televisions again for any of our surgeries. However, we have free WIFI at Wickersley now for all our patients to use and Ravenfield and Braithwell will soon have free WIFI aswell.
* Jane asked if there is anything the PPG members can help with at the surgeries such as posters and magazines. It was noted that some of our magazines are a few years old. Jane said she will request on her Facebook for magazines and bring them in for patients to read.

Any other ideas can be emailed to Kerry.

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The meeting was then adjourned.

If anyone has any queries in the meantime please do not hesitate to get in touch.

 *Minutes taken by Katie Brown*