

Minutes of Patient Participation Group
Held on Wednesday 6th November, 2017
In The Training Room

Apologies

GE JG SC MB

Attending

JB (minutes) CB PS HB JBfd ML PJ GM GH PW MH
For the Practice Dr. R. Lancaster Julie Williamson (chair) Paula Elliott

The Minutes of August meeting were accepted with the exception that Mrs. Chambers disputed her comments in the previous minutes.

1. As Julie will be cutting back her hours in 2018 then retiring, Paula Elliott has been employed as, at the moment, part time Practice Manager.

Matters arising from last meeting

- No matters arising

2. Prescription Ordering

ML commented favourably that he had ordered his medication at 9.30am; got a text at 1.30pm that it was ready and he collected it at 2.30pm.

PS had experienced difficulty of getting onto the system as a prescription was wanted early but the problem had been solved. There was a problem with the Review Date.

3. Item 4 – Challenges Facing the Surgery

Dr. Lancaster gave an in-depth explanation of her daily challenges and the use of her time. There are 8,600 patients on the Surgery list which has an impact on the GP's work load so fortunately part time doctors have been recruited. The list cannot be closed, therefore, new requests are accepted. GM suggested that the Practice get more doctors and to grow is a positive action but Dr. Lancaster explained that recruitment is a problem. The Holywell House problems had created more patient requests to join the Practice but the problem is that there are not enough rooms for more doctors. Fortunately the Practice being Practice of the Year brought in doctors part time then through personal reasons some have left. Medical trainees come to Chesterfield to train but when fully trained they move back to their home towns.

Immunisations are now carried out at schools to relieve pressure on the surgery but babies get theirs at the surgery.

The Nurse Practitioner had left and not been replaced as there is a need for more GP's. At the moment there are four trainee GP's.

Ideas:

Paramedics to cover home visits and triage.

Physician's Assistant - not a doctor or a nurse but the position has a two year training course.

Nurse Triage - takes appointments and speaks to patients over the telephone.

A Clinical Pharmacists has been recruited. Every month a doctor has birthday reviews to complete and Dr. Lancaster felt that these could be carried by the Clinical Pharmacist.

The question was put by GM of who would decide which practitioner a patient should see and objected to a Receptionist making the decision. Paula Elliott said that Receptionists are trained to make this decision but GM felt that they were not good and felt that a Nurse Triage would be perfect.

Booking appointments by phone starts at 8am when four Receptionists are taking calls but the question was raised of why all appointments were made available at 8am, it was asked if it would not be better to stagger the release during the day.

The seven day working was discussed and the Avenue practice was doing a pilot. It was felt that maybe a group of practices could work together to cover the hours and days.

Dr. Lancaster said she does one late night surgery per month and on average two patients do not turn up. GP's also had to look after Care Homes and have to do a Ward round every two weeks.

Parking in Brimington was discussed saying that it was stretched further as the Adult Training section had moved into a building, therefore, needing parking spaces which create no space for the On Call Doctor. There is a two hour limit for parking.

Dr. Lancaster said that the practice had received a very upsetting letter of complaint which caused stress within the workforce. The Group discussed the Complaints Policy and were satisfied that it had been followed appropriately

4. Item 5 – Letter from Riversdale Surgery

A letter had been received from, Riversdale Surgery, Belper PPG inviting a member of Brimington PPG to attend one of their meetings and ML said he would do this.

5. Item 6 – Surgery Update

There is a new Receptionist; a nurse had left and Dr. Von Schreiber had broken his ankle. There are 25 staff at the Practice.

The next meeting is Monday 5th February at 1pm at Brimington Surgery.