

Maple View PPG Meeting Minutes

Wednesday 17th January 2018 at 1PM

Attended: Barbara Gasby, John Carter, Neil Winsper, Barbara Lowe, Emma Morrison, Judy Langford (Deputy Practice Manager) Dr Richard Burling.

Apologies

Des Pattinson Keith Gasby Keith Davies, Gary Harbun

Minutes of last meeting

Were taken as a true representation.

Introduction:

The group welcomed Barbara Lowe who is a member of the PPG at our sister practice, St Stephen's Surgery. Barbara will attend future meetings when possible and will be copied in to all correspondence.

Update for Maple View

Neighbourhood Team Meetings:

Judy gave the group an overview of the new Neighbourhood Team meeting which involves a multi-disciplinary approach to the care of patients with complex medical needs. The meetings aim to improve communication between care providers including, Social Workers, District Nurses, Community Therapies, voluntary groups and GP's. Dr R Burling is the Lead GP for a group of six practices in Redditch town. The group has been fortunate to secure the assistance of a COPD specialist nurse with a wide range of skills, Helen Abdullah. The practices can refer high attenders (both with the emergency services and the surgeries) to Helen who visits and spends over an hour assessing the patient needs and provides ongoing support. This is then communicated via the multi-disciplinary meeting and appropriate referrals made. The feedback from the patients and their families has been very positive and early indications suggest that this is having an impact on the number of emergency contacts made by the patient. Dr Burling expanded on the validity of these meetings but also warned that although the funding is currently available there is no guarantee that it will continue.

Care Navigation:

There has been a delay in delivering the training for Care Navigation at Maple View because of a shortage of staff pre-Christmas due to illness. A package of training is currently being organized and will be delivered next month.

Sister Michelle Ereaut:

Sadly Michelle has now left the practice but we do have another Nurse joining us at the beginning of next month; Elaine Harrison will join the Maple View Team. Elaine has a lot of experience and will bring many skills to the practice. She has been working for some time as a District Nurse Team Leader and she will be undertaking training to make the transition from community working to GP practice.

Ideas for speakers

The group was asked if they would like to have a guest speaker attend the group. Hollie has sent a list following the recent Patient Network Event of organizations who may be able to offer this including: The Alzheimer's Society, Bereavement Support, Carers Support, Substance Misuse Service, Living Well Service, Healthwatch, Falls Prevention, Worcester Advice Network, Reconnections Service and the Voluntary Network. The list is attached with the minutes; please let Judy know if you would like any of these representatives to attend.

PPG Feedback from Patient Network Event

Both Barbara's attended the event on 16th January at BHI Parkside. The information is attached with these minutes. The event provided an update of current areas of work including the development of Neighbourhood Teams across Redditch and Bromsgrove and community referrals. Barbara was particularly interested in the Health Walks initiative which aims to get people walking via an England-wide network of community groups. For more information visit www.walkingforhealth.org.uk/walkfinder or call 020 7339 8541 for details of local schemes. In Redditch walks take place at Arrow Valley – Mon – short Health Walk 11am, Thu – more challenging walk 11am call Val Wilson for details on 01527 534030. Barbara also suggested the possibility of her setting up a local walking group.

Feedback from Friends & Family and Suggestion boxes

There were no comments in the suggestion box:

There were two Friends & Family cards:

1. Likely to recommend," On this occasion able to see doctor on day of request. Very reassuring".
2. Extremely Likely to recommend, "Extremely efficient service with prompt appointments and friendly, professional staff".

Judy fed back to the group the number of positive patient feedback that we have received in the last year; this included:

- 14 Emails of praise and thanks
- 7 Friends and Family Cards with messages of gratitude
- 4 Handwritten letters of thanks
- 1 Letter from Warwick Medical School with positive feedback from students
- 31 Christmas cards from patients including 10 with personal messages of thanks

The value of sharing positive feedback was discussed and Neil shared with the group some positive feedback from patients whom he sees at the gym who feel that the surgery has improved considerably.

Newsletter

The Winter Newsletter was circulated which included suggestions from last meeting: details of screening services and adult vaccinations available on the NHS.

Suggestions for the next newsletter included: a breakdown of costs of attendance on the NHS and the funding per head for patients for the practice.

Other business

Finance

Dr Burling discussed the amount of funding that is received by Primary Care per patient per year; £85 which compared to the average pet insurance is incredibly low! The UK is behind the rest of Europe when it comes to the resources per head of population.

The cost to the NHS of attendances was discussed and Judy agreed to share some figures:

- Calling an Ambulance - £247
- Stepping into A+E - £124
- Stepping into a GP Surgery - £32
- A call to NHS 111 - £16
- A click on NHS choices website - £0.46

Brexit

Dr Burling informed the group that Britain leaving the EU has enabled the drug companies to exploit the situation by selling the generic versions of drugs abroad and only supplying the NHS with much more expensive versions. This will lead to a massive increase in the prescribing costs.

Over the counter drugs

The Clinical Commissioning Guidance has led to changes in what drugs may be prescribed by GP's. Certain drugs that are readily available to purchase from the pharmacy are no longer supported. Gluten Free foods and certain baby milks are also no longer supported.

Blood Tests

Reception staff is not permitted to give details of the test results to patients. They may only inform the patient of the doctor's instruction (i.e. satisfactory, as expected, to repeat etc).

Attitudes in Reception:

It was fed back by a member of the group that a particular receptionist is not representing the practice in the way in which we would wish, therefore Judy will look in to this and provide additional training and actions necessary.

Waiting Room TV

There was a request to update the information channel in the waiting room. Judy will speak with our IT support, Natalie to arrange this.

Waiting Line

There was a request for the line for patients to stand behind in reception to be made clearer as it is showing signs of wear.

Dates of next meetings:

Wednesday 4th April at 1 PM

Wednesday 4th July at 1PM

Wednesday 3rd October at 1PM

(It was mentioned that the 4th April is Easter week and a few members will be away, Judy will email around to see if this needs to be rescheduled).