

## **Maple View PPG Meeting Minutes Wednesday 21<sup>st</sup> June 2017 at 1PM**

Attended: Barbara Gasby, Keith Gasby, Desmond Pattinson John Carter, Keith Davies, Judy Langford (Deputy Practice Manager) Dr Richard Burling.

### **Apologies**

Emma Morrison, Gary Harbun, Neil Winsper

### **Minutes of last meeting**

Were taken as a true representation.

### **Update for Maple View**

Dr Burling gave an overview of the Care Navigation processes which will be rolled out this year following staff training. Sister Ereaut is currently just completing an Advanced Nurse Practitioner training course and will be seeing a wider range of patients in the near future. St Stephen's Surgery (our Sister Practice) has recently introduced a Physicians Associate who is trained to see certain patients under the guidance of the Doctors. So far this has been very successful and has widened the opportunities for appointments. There are many areas of pressure within general practice which could be relieved by ensuring that patients are directed to the most appropriate source of help. This may mean being directed to physiotherapy, the practice pharmacist, an advanced nurse practitioner or social services rather than the doctor being the first point of contact.

Dr Burling also spoke about the role of the practice as a teaching practice for medical students. We have received some lovely feedback from the students and their Support Officers regarding the practice:

"Thank you for supporting Warwick Medical School students during their CCE 1 placement. The students are asked for their feedback at the end of the block and we wanted to share with you how much the students enjoyed their time at Maple View –

- The medical practice is very well organized and all the staff are very polite and helpful. The GP's at this medical practice have been the most informed of the learning outcomes that we needed to obtain out of all the clinical staff I have come in contact with in CCE1.
- Great feedback and opportunities

Please pass on our thanks to all of the GP's and practice staff who made the placement such a positive experience".

### **Lift**

Barbara asked about the recent lift breakdown at the practice. The problem was that the door motor was broken and the part had to be ordered directly from the manufacturer, this meant that we had a week's wait to have it delivered and fitted. During this time the practice implemented the downstairs consulting room with a telephone on the ground floor reception desk for patients to call to let the reception staff know that they have arrived and are unable to

ascend the stairs. This prompted a message to be sent to the clinician to let them know that they would need to see the next patient in the ground floor room. This did involve a lot of running around but everyone was seen.

### **Prescription Box**

Barbara asked if the sign on the reception box could be made more visible. Judy has recently added two A4 signs which are highlighted in green and laminated, next to the two repeat prescription boxes.

### **Online Access promotion**

There has been considerable success following the active promotion of our online services. We have noticed a significant increase in the number of patients applying for access.

Barbara mentioned that she was having difficulty in adding queries to the online prescription ordering. Judy will look into this and feed back next meeting.

### **Feedback from Friends & Family and Suggestion boxes**

There were no suggestions in the suggestion box.

There were three Friends & Family cards:

1. Extremely likely to recommend, Very good help from staff and doctors.
2. Extremely likely to recommend, I have very helpful treatment here.
3. Extremely likely to recommend, the practice has improved and now the attention is with doctors and nurses who are permanent. I have received very good treatment.
4. The practice has also received two recent emails complimenting staff.

### **Newsletter**

The Summer newsletter has been circulated to the PPG and uploaded onto the website. Judy requested that the PPG send any suggestions for inclusion in the autumn newsletter to her via email.

It was suggested that the next newsletter could include the letter from Dr S Parkinson regarding patients contacting the hospital if they have queries regarding their care under the consultant, rather than contacting the GP.

### **Other business**

The Redditch and Bromsgrove Clinical Commissioning Group annual general meeting will be on 6<sup>th</sup> July at the Council House, Bromsgrove.

Judy has circulated details of the Patient Network Event which is to be held on Tuesday 18<sup>th</sup> July at Barnsley Hall, 4.30-6.30.

It was noted that the Acute Trust CQC report has been released today.

**Next meeting: Wednesday 6<sup>th</sup> September 2017 at 1pm**