Strettondale Patient Participation Group

Meeting 73 Wednesday 14th August 2019 Health and Wellbeing Centre

73/1 Present: Anne Gee, Bill Ross, Hilary Claytonsmith, Sue Marsh, Heather Hathaway.

73/2 Apologies: Chris Naylor, Pat Gibson, Sue Pinsent

73/3 Matters arising:

* 3/1 A thank you letter had been received from Jenny Howard. Bill has scanned it and sent it on to the other contributors.
* 3/2 Phone answering system has being updated by the system provider, to make it more concise and with no 1,2,3,4 options. Dr Bennett has recorded a new message and the pause has now been eliminated. Further improvements requested by Sue will be addressed.
* 3/2 Appointments with Justine: Lead Nurse: When appropriate, receptionists are encouraging patients to see nurses with special training in differing aspects of care, rather than always book an appointment with a doctor Justine had been on holiday and a locum nurse had replaced her 2 days a week. This had not worked particularly well as her skill set was not appropriate for practice needs at this time and she was not known to our patients.
* 3/3 The CQC report has been received, although no notification was received by the Practice. It was a favourable report. The Practice is only permitted to submit feedback on factual inaccuracies which Sue had had to do as initially the report had included facts ona different surgery: Radbrook Green. Sue will e:mail the link to the committee

Action Sue

* 3/4 The feedback from the meeting with our pharmacists had been good, and the article in Focus well received.
* 3/5 Anne had not been able to book at the Green Dragon for the Christmas lunch as they were not taking bookings for Christmas yet. However, their menu is on their website and she will try again. December 11th 11am for our meeting for lunch at 12.

Action Anne

* 3/6 Bill and Hilary had attended the Shropshire Patient Group meeting. A representative from CCG reported that a decision was made not to include patient representatives at the Locality Board Meetings, but following a question from Bill about any negative aspect to our attendance, this decision might be reconsidered.

73/4 Medical Practice Update

* 4/1 Building update. The builders have given a start date of November. Shrewsbury Lofts are to do the work, taking an estimated 8 weeks. ( This may be affected by poor weather in November)
* 4/3 New standing desks are now in use in most of the doctor’s rooms.
* 4/3 Rowan, Practise Nurse, has now been in post for almost 3 years and is improving her skills. She has previously worked at the Hospice and as a District Nurse, has completed training in cytology, childhood immunisations and respiratory and is planning to train in travel consultations.
* 4/4 The POD, Prescription Ordering Direct, is going live today for Church Stretton patients. Patients can ring a central ordering number, the patient’s records are accessed remotely and the request sent to our GPs for authorisation. The prescription is then delivered electronically to your chosen pharmacist. Basically a phone service. This could be used from the home or away perhaps on holiday when the drugs can be collected at the pharmacy at the location.
* 4/5 Patient Access numbers remain good. A receptionist is available on Tuesday afternoons to offer face to face help to use it.
* 4/6 Advice has been received that a new strain of flu has been identified which Pharmaceutical companies are being asked to include in this seasons vaccines. This has slowed up production and delivery cannot be made until later in the autumn by some manufacturers.. Therefore, the first session in September will be only for over 65s, who receive a different vaccine, which boosts the immune system. Sue will email the information poster to the committee for information,

Action Sue.

* 4/7 This triggered a question about immunisations for children. The numbers of children vaccinated has improved owing to the hard work of Justine and the robust practises set up in the Practice. Newly confined mothers are invited for a check up at 6 weeks, when they are given dates for the immunisation of their baby, then follow up pre-school, then at 14 and again at 18. (Often students hoping to live in halls at university have to prove a full record of immunisation before being accepted as residents).
* 4/8 Dr Mark Moussa has joined the Practice for 4 months, as a Registrar, in his first year in GP training. He is fully qualified doctor starting his specialism in general practice. 6 medical students will be in rotation with the Practice this year, starting in September.
* 4/9 Anne had noticed that it is possible to attend Ludlow Hospital for minor injuries open 8am to 8pm 7 days a week. Sue would put a notice on the door to inform patients when the surgery is closed.

Action Sue

* 4/10 Karen has joined the Practice and started training as a receptionist this week
* 4/11 Bill asked about the problems with senior doctors being penalised for working long hours by having their pension pots capped. This has not affected staff at the Practice. The government have “promised” to address this problem.
* 4/12 111 is being snowed under with phone calls as a result of the contract being rescinded for Shropdoc.
* 4/13 eConsult is being trialled at four Practices in Shropshire and will be coming here soon.
* 4/14 Enhanced Summary Care Records are being promoted by Caroline, especially for patients who are frail and may be admitted to hospital. This system enables the hospital to access more detailed patient records to offer better assistance. The patient must complete and sign a consent form.
* (Above items 4/11,4/12,4/13 and 4/14 were subjects raised at the Shropshire Patient Group meeting which Bill had attended)

NB Neither Hilary or Bill can attend the next meeting on August 21st and Bill asked if anyone else could attend.

73/5 Future Speakers Update:

* 5/1 Anne had had no response from any of the contacts for the ambulance service, and it was decided to let this idea drop.Sue will investigate online information. Instead a speaker for Care Closer to Home would be sought to speak to us in the New Year. Sue would find a name.

Action Sue Marsh

73/6 Feedback from patients:

* 6/1 Comment box – none received. Perhaps a change to the notice on the box was needed.
* 6/2 The Practice had discussed the request for names not to be called out in the waiting room and had not found a suitable answer. The issuing of a buzzer system to each patient would be very costly and result in queues at reception. In the past, a raffle ticket system has proved deeply unpopular with patients.
* 6/3 A complaint from a patient who had not received a referral had resulted in a system being put in place to cross-check whether letters had been dictated, typed and sent electronically
* 6/4 There had been no response from Sam Jones at the school. Bill to follow up when school returns. Action Bill

73/7 Leisure Centre

In April 2020, the management of the Church Stretton Leisure Centre will change from Teme Leisure to Shropshire County Council. Patients are referred on prescription to attend the gym. Heather would find out the numbers of patients involved, and write to the Council, Teme Leisure and Lee Chapman quoting numbers attending, with the aim of asking for continuation of assessments by Klitos Trachonitis, who is the Health Coordinator,, and for the twice weekly gym sessions to continue. The GP practice prescribes gym sessions but it is up to the patient to find a venue, although they would be concerned about lack of provision, were this to be lost. Action Heather

73/8. AOB

* 8/1 Bill had attended the CCG AGM and had noted that doctors are encouraged not to prescribe medicines which can be bought over the counter. This is part of the Self-Care initiative from CCG Medicines Optimisation Team, who is responsible for guidelines on presribable medications county-wide.
* 8/2 Open Meeting on October 22nd. Drs Digby Bennett and Tim Kieniewicz will attend. Hilary suggested that support groups in alternative medicine who practise at Mayfair could be asked to attend. Hilary would collect the contact names from Nicola at Mayfair. The headline topic for Digby to address was suggested as “The Changing Face of our Medical Practice”. Subjects for the Practice might include eConsult, self care, price comparisons with private care,ie the value of the NHS, immunisation, GP training, new staff.

Action Hilary

Action Bill Poster and Focus?

73/9. Next Meetings October 9th –planning meeting (not sure of the venue)

December 11th- Christmas lunch 11.00 Meeting followed by lunch at 12.30 at the Green Dragon Little Stretton.