

Beauchamp House Surgery

Patient Participation Group

Meeting Minutes

Tuesday 28th November 2017

Present:

Staff: AN Dr E

Patients: BF, DW Chairman, CP, FW, JB, YA, TB, DR

Apologies: KF, SG

Minutes of last meeting:

Minutes were agreed with the exception of a spelling amendment to the Doctors name.

Membership:

DW suggested that as the current membership seems to be working well, this item be removed from future agendas until such time as it becomes relevant again. Agreed by all present.

Surgery Communication:

Appointment availability: KF Unfortunately the sheer demand of requests for appointments means that we find ourselves in a very difficult position on a daily basis at the moment. PM colleagues across the Chelmsford area are seeing exactly the same. We are routinely seeing and speaking to over 50 patients more per day than we have the capacity for – and this is before the winter pressures kick in. As you can imagine, this is stressful for the patients trying to get appointments, but also extremely stressful for the reception team (who are dealing with quite nasty abuse on a daily basis now) and the doctors and nurses are all working very long hours to keep up with demand. Re the abuse: warning letters are sent to patients regarding use of bad language and poor behaviour towards staff, and one patient has been reported to the Police in the last few weeks.

We have not reduced the number of appointments we have available – in fact over the past year we have significantly increased the number of available appointments, both with doctors and nurses.

This is a far from ideal situation – please be assured that we are actively looking at different ways of working so that things are easier for the patients, and for the staff, as we move forward. For example, from next Monday we are changing the way our GP rotas will work in the mornings – this is a first step in the process to changing how we offer our appointments here.

FW Questioned whether the new rota's would result in all telephone appointments as seems to be happening in some other surgeries? The patients in such situations are not happy.

Dr E No the new system won't be all telephone appointments which would create more work.

DW What is the situation with did not attend appointments (DNA). AN Sending text messages to remind patients of appointments but not sure it is working because DNA's are still 160-200 per month.

As regards the queuing system for the telephones – we do have this in place. However, you can only queue as many people on the system as there are telephone lines into the surgery. We have four telephone lines in – once those four lines are busy, callers will hear the engaged tone.

TB Seems to remember the change to the telephone system some time back did enable queuing in much greater numbers than just four. A general discussion amongst the group seemed to recall a similar situation. Agreed that the telephone system would be put on the agenda for the next meeting for further discussion with KF.

DW Forward appointments are still not available. BF Nothing available in the next four weeks. DW Is the practice still taking on new patients? AN The list is still open. Dr E We are told we have a relatively low ratio of patients to doctors.

Patient newsletter: Still in draft format – will get this out to you asap.

Website amendments: Sarah is now back from maternity leave, and is working through the website page by page. You will begin to see the updates over the next few weeks. The aim is for this to be completely up to date by the end of December.

Forthcoming NHS and Practice changes/announcements:

News from the surgery:

- A new member of staff joins us on 11th December – Charlotte is joining the admin team on a full-time basis to provide additional admin support and to start her training to be a medical secretary.
- With immediate effect, we can now offer flu vaccines to patients who work for health and social care companies – eg a patient who works in a care home. Patients who wish to receive the vaccine will need to 'prove' that they work in an eligible field. We were informed of this change to eligibility in the last week, and comms to staff and patients are about to be issued. Note that it is very difficult to identify patients who meet this criteria, so we will not be able to personally invite them for this vaccine.
- Christmas and New Year arrangements: The surgery will remain open throughout the festive period, being closed only on the bank holidays.

Friends & Family Test:

These figures are now displayed on a poster in the surgery and the results continue to be favourable.

MECCG:

FW Nothing to report.

Carers:

DW Nothing to report.

NAPP:

DW had circulated bulletin to everyone. FW PPG's being asked to be more active in various ways, e.g. combating loneliness. DW Social prescribing is being promoted and in Basildon, Family Mosaic are getting good results thereby reducing the demand on GP's. Dr E not up and running in the Chelmsford area but will speak to KF for further information. CP Age concern provide regular phone calls to elderly who are lonely. DW There have been TV adverts and Silverline has been promoted.

Walking Group:

JB reported that the walks are going well averaging about 12 people each time. Dr D's recommendation to a patient led to a total of six joining the group from referrals.

DR Asked what the criteria was for the walks. JB For people who want to improve their fitness or who have issues like diabetes. The walks are about 2.5 miles long and take place every Tuesday starting at 12pm from the surgery and finishing back at the surgery about 45 mins later where a cup of tea is provided.

JB A walker is required to help at the back of the group. They will not need to be trained, although training of about 3 hours is available for those who want to lead walks.

JB Help will be required covering the walks from April. TB said he may be able to assist and others said they might also be able to help.

PPG & Flu Clinics:

FW, YA and CP between them attended three sessions. 510, 333 & 351 attended and over 700 leaflets on wastage of medicines were given out. The large medicine bottle was displayed to promote the message of avoiding wastage and it was felt that it had been a success. Feedback from those attending the clinics was that they often receive medicines they don't want and that the pharmacies continue to issue them even when informed at the point of delivery. Paula Wilkinson informed, who will take it up with the pharmacies.

BF mentioned that there is a shortage of certain medicines at present because EU countries are buying medicines manufactured in the UK because they are relatively cheap because of the fall in the value of the pound. Several pharmacies were unable to supply a particular medication recently because they had no stock and were unable to get supplies for some days which was a concern because the medication was needed immediately. Eventually a pharmacist in Chelmsford was found who could supply the required medication.

CP requested compliments be passed on to Natalie, as her injection was not even felt by the recipient. Surgery receptionist was unaware that the PPG were attending the 3rd clinic.

Any Other Business: Marvels of Mid Award Ceremony:

JB wanted to say well done to the PPG on winning its recent award and to thank Dr D for her congratulatory letter and for the photo tweeted by KF which was retweeted by other surgeries. TB advised absence at next two meetings.

The meeting closed at 8.25pm

The next meeting will be at 7.00pm on Tuesday 30 January 2018 at Beauchamp House Surgery.