

Long Bennington Medical Centre - Patient Participation Group (PPG)
Minutes of meeting held Monday 12 December 2016

Attendees: Bob McKinlay Chair - Allington
 Sue Marvin Secretary - Allington
 Martin Round
 Michelle Gilbert
 Carol Jones
 Alison Lowerson Practice Manager
 Prue Beck
 Pat Wall
 Colin Braziel
 Jean Clark
 Julie Darkin
 Dr Pullinger Senior Partner

Apologies: Mary McKinley

The minutes of the previous meeting were agreed.

Matters Arising:

Results of Questionnaire

Bob has analysed the responses from the two sessions held at the flu clinics (Paper attached for file).

Positives

Patients liked the drop in (open) surgery,

Time Drs spent with patients

Friendly and accommodating staff

Good Doctors with several mentions of individual Doctors

Dr Pullinger mentioned that we have good Dr / patient ratio. The start time for surgery has been altered to 8.30 and that sometimes the open surgery can last until 2pm.

Not so positive

Waiting time to see a Doctor. *This was discussed and conclusion that it is a specific Dr appt.*

Waiting time for collection of medication

Organisation in dispensary poor

Online prescriptions - difficult

Negative

Staff had been rude

Using another dispensary

Above is a selection of comments (see full paper for all comments)

Suggestions

Build a dentists surgery next door

Build a chemist/pharmacy next door

Books for children

Drinks machine

Card payment machine, for dispensary

Dispensary

The Practice is currently recruiting 2 qualified dispensers, to replace staff who are leaving, and it is hoped they will be able to join the Practice early in the New Year. Staff are currently clearing prescriptions in good time, still slight problems with availability of some particular drugs, but this is nationwide. Monday produced 116 telephone requests and 105 messages, with an overall figure of 400 prescriptions. Prescriptions are being collected after 3 working days, patients are still being encouraged to use online or drop off repeat prescriptions. Perhaps a collection of friends and neighbours repeat prescriptions could be organised in certain areas.

Online ordering

Difficulty of change of password had been experienced. Alison again stated the need to report any problems experienced. There is still difficulty with the online ordering system particularly with the comment box. Alison will bring this up at the next SystemOne user group meeting.

Emails

Michelle reported there has been interest shown by a patient to join the group, she will email an invitation out.

PPG presence

Prue had received a couple of suggestions from Alison of dates to attend the surgery, but it was felt that a broader patient audience was needed. The suggestion of PPG attending an open surgery morning, with Tuesday being favourite, as all Doctors were on duty. Alison to come back with suggested dates.

NAPPS Membership

Alison will speak to the Practice finance manager for a progress report.

SWOT analysis

STRENGTHS

Open Surgery
Drs give lots of time to patients
Good range of services
Telephone consultations. Drs will call back
Excellent reception staff
Minor surgery appoints available

WEAKNESSES

Sometimes waiting time of 2/3 weeks is experienced for an appointment
Organisation in dispensary is poor
Difficult for non-drivers from outlying villages to attend surgery
Website not always bang up to date.

OPPORTUNITIES

Improve information on waiting room screen for actual waiting times and call patients by name
Advertise PPG on ~Screen
Re instate Allington branch surgery
Become a designated training centre for GP's linked to Queens Med.

THREATS

Staff recruitment and retention - Retirement of Doctors
Patients having unreal expectations
Demographic shifts - increase in housing in catchment area.

AOB

Alison reported that the Shingles vaccination was being promoted reminder to go into next newsletter. The vaccination is available for patients over the age of 70

Extended hours was discussed with a suggestion that the evening session on a Monday be changed to Tuesday, this provides extra cover when there is a Bank Holiday, Thursday extended surgery will remain as it is. These extra hours surgeries include 3 face-to-face appointments and 3 telephone appointments. The PPG agreed with the proposal. Alison would contact NHS England.

The surgery is also looking to cover Carers needs and currently only has 90 out of a potential number of 400 known carers. Ways of promoting this were discussed, as carers are all age groups. We will focus more at our next meeting how PPG can be more involved.

DNA appointments – currently standing at 80 for November. In an effort to encourage people to attend a warning letter will be sent out reminding the person they have failed an appointment on more than one occasion in the last 6 months. A second letter will be sent if the patient fails a further appointment advising that they risk removal from the Practice list. A further failure and they will receive a third and final warning letter advising they could be removed from the Practice list. Warning letters are valid for a period of 12 months.

Julie reported on the Grantham A&E meeting where there were only 5 attendees. The talk involved 1.5 hours worth of stats by the Medical Director who could not see any detriment or difference in performance or service.

There is a Patient Council meeting on Thursday which Bob is attending, another PPG member will also try to attend.

The new GP appointed is Dr Louise Roscoe, she will join the Practice on 30 January 2017. Dr Pullinger expressed thanks to the group for the support and enthusiasm. Dr Pullinger has practiced at Long Bennington for nearly 28 years. Bob wished Dr Pullinger a happy retirement.

The part time help in the Dispensary has commenced.

The next Practice Training afternoon is taking place on Tuesday 13 December and will remain a regular monthly occurrence.

There being no further business the meeting closed at 7.00pm.

Date of next meeting: Tuesday 7 February 2017 at 6.00pm