

Patient Participation Group Meeting – 15th April 2015 6:30pm

Attendees: Tracey Nyilas, Claire Hamill, Graham Deaves, Ruth Norman, Keith Melhuish, Sheila Long and Barbara Maun.

Apologies: - Visu Suppiah, Barbara Betts and Mary LaVelle

Minutes: Claire Hamill

1. Minutes from Previous Meeting

KM commented on the gardening which was done in the front car park. He felt it looked better however he noticed a plastic bottle in the bushes and cigarette ends scattered around the car park. CH informed the group that there was a no smoking on site sign up around the entrance. GD agreed with KM but raised concerns over how stopping smoking on the premises entirely could be enforced; as he felt if this couldn't be enforced it wasn't worth the involvement.

RN said there were ashtrays available in the entrance therefore patients should use these, however if they cannot throw their cigarette into the ashtray and would rather throw this on the floor, there is not much that could be done in terms on enforcement.

GD discussed he be trained in order to discuss with patients about registering with their local pharmacies to limit the patients visit to the surgery in particular to order prescriptions and collect prescriptions. TN suggested GD train with the reception staff as they deal with the patients and the requests daily.

ACTION: TN to discuss with reception and GD to liaise with reception.

GD also noted that the chairs TN had aligned for the warfarin clinic users have since been moved. TN informed that this was done but patients do move chairs in order to find a more comfortable or appropriate seat for them.

2. Flu Clinics

TN discussed previous flu clinics with the group as there were some comments regarding the previous clinic not being very efficient. TN wondered whether the group had any ideas of how to improve the clinic. KM suggested booking in as usual but rather than seeing the one clinician who may have several people waiting, then someone should be working within the waiting room advising patients where to go next, where the queue is smaller therefore patients would be straight in and out. TN felt this was a good idea and would work well. CH suggested that reception staff could be within the waiting room prompting patients to be ready for the vaccine with their sleeves down etc. GD thought that maybe a numbered ticket may work, each patient being given a number and the clinician calling the number. CH also informed the group that she and TN felt that the clinics should be spaced around the surgery so the queuing wasn't in one particular part of the building. GD added that coloured tickets may be used to give to patients in particular areas for example, 'Green 18' for a patient with that ticket.

ACTION: TN to arrange flu plan and discuss with PPG

3. Road Markings

TN informed the group that sometime ago the group wrote to Luton Borough Council regarding the road markings. LBC attended the surgery and agreed some road marking changes. However nothing has been done since August 2013. BB and CH wrote a letter to the council asking for an update on these road markings, however, the surgery received a letter back informing us that no road marking changes were to be made as all work within the area had already been completed.

The group discussed the island on Wheatfield Road and the difficulties patients, pedestrians and buses have trying to get past the island especially when patients park along the road which means the bus has to go on the opposite side of the road to get past which is dangerous.

The group agreed that together a letter should be formulated and sent regarding this as they felt a pedestrian crossing would be more suitable and with the 'zig zag' markings being used in conjunction with the crossing this would improve the current situation.

ACTION: TN to formulate a letter to the council regarding the crossing.

4. SystemOne Online Guidance

TN gave the group members a copy of the guidance our apprentice had produced showing the patients how to register and how to use with step by step points of what to do.

GD suggested the title of the leaflet be changed as it makes no sense the way it is which is currently 'How to use SystemOne and avoid the queue', he feels 'Avoid the queue and use SystemOne' would be more eye grabbing for the patient to pick it up and read it. He also noticed that it doesn't mention the identity requirements needed to register which should be included.

Group agreed to go away and try and register themselves to see how easy the guidance is and feedback to TN before the next meeting.

KM raised that even though SystemOne was good for the patient; appointments were not available for weeks but are available if you ring on the day. TN explained the need for a fair balance for those appointments released online and appointments available for on the day which is what is causing the conflict with appointments.

ACTION: TN to liaise with the apprentice regarding feedback from the PPG

5. Photographs

TN discussed with the group a possibility of looking at all patients having a photograph taken for their notes. TN stated that several surgeries already do this and these come up when consulting a patient. For security reasons i.e. collecting a controlled drug which needs to be signed for, the reception staff can see who is collecting the prescription. The group could see the point but felt this may not work as some patients would question why you would need a photograph of them. TN initially thought about implementing this slowly with new patient registrations first then former patients on an adhoc basis.

KM thought that if it was going to work it would need to be rolled out over a 6 month period and patients informed before they attend the surgery. For example, 'As of the 1st September 2015, Wheatfield Surgery will be asking patients for a photograph for their medical records to ensure the safety and confidentiality of their information'.

6. Diabetic Clinics

VS emailed TN regarding diabetic clinics and he wondered what the view of the rest of the group was. He had his diabetic blood test done and was told he would have to wait over 2 weeks before he could get an appointment with the diabetic nurse. He was booked into a diabetic clinic for several weeks' time but when he informed the receptionist he could not make the appointment, he was informed that no clinics were available yet. In the meantime, he saw a doctor who already had his blood results which were back a lot earlier than he was told by the receptionist. VS felt these clinics could be better arranged. SL said she was recently diagnosed with Diabetes and was told to book in with the diabetic nurse for a newly diagnosed diabetic appointment, reception booking her in for a 10 minute appointment even though she required a 30 minute appointment. The nurse couldn't help and SL had to rebook the appointment.

KM wondered whether these clinics needed to be married up or whether the nurse could do the whole appointment. TN explained that the nurse appointment is to a minimum as the nurse has a

heavier workload therefore the healthcare assistant carries out the basic checks i.e. BP, urine, height and weight etc. before seeing a nurse.

7 AOB

GD raised his concerns regarding the warfarin request for medication. He said that the first page and most recent reading of his warfarin book needed to be photocopied in order for him to request his medication, he was concerned that these two pieces of paper could be separated at any point and it was unnecessary to waste paper like that. He is currently raising these concerns with the governors at the Luton and Dunstable Hospital as he feels there must be an easier way especially with the technology around these days.

KM discussed that both his and his wife's appointments were cancelled this week due to staff sickness. TN explained that there is not much that can be done around staff sickness. KM wondered whether there was a pool of nurses which were available when required to cover sick, TN confirmed there was not a pool of nurses. TN also mentioned that has been discussions regarding Wheatfield Surgery and the other 9 practices federating which would mean a possible pooling of staff, so when short we could ask for a nurse etc. TN also informed the group that our new minor illness nurse starts on the 15th June 2015.

Registering with a pharmacy – GD queried whether pharmacies can help out when medication is required, CH informed the group that pharmacies are able to supply you with up to a 28 day supply in the event of a patient running out of medication.

The group also felt some feedback from a GP would be helpful, any suggestions or ideas the GP's may have may guide the PPG into being able to help.

Date of next meeting:

Wednesday 15th July 2015 at 18:30pm

ACTION LOG

Date Action Raised	Action	Responsibility	Target Completion Date	Update	Completion Date
27/01/2015	TN passed each member a copy of the 'Terms of Reference' for the members to read and amend/agree with.	PPG	25/02/2015	New members arrived the following meeting, all issues with a copy of the 'Terms of Reference'.	CLOSED
27/01/2015	Chairperson to be agreed amongst the group.	PPG	25/02/2015		OPEN
27/01/2015	Prescription box overflowing	Tracey Nyilas	25/02/2015	TN discussed with prescribing clerk who will empty box several times throughout the day	CLOSED
27/01/2015	PPG to decide what kind of group they would like to be, what aims and objectives they would like	PPG	25/02/2015		OPEN
25/02/2015	Privacy at reception	Tracey Nyilas	15/04/2015	TN put posters up around reception about privacy	CLOSED

25/02/2015	Disabled bay badges	Tracey Nyilas	15/04/2015	TN has put disabled badges on the wall in front of the bays	CLOSED
25/02/2015	Priority seating TN to arrange the warfarin clinic seating in the waiting room to be all one level so patients can 'slide' along.	Tracey Nyilas	15/04/2015	TN has put notices around the waiting room above chairs with arms to mark them as priority seating for the elderly/disabled	CLOSED
15/04/2015	TN to look into getting a gardener for the surgery, as the front of the surgery is untidy.	Tracey Nyilas	3rd June 2015		OPEN
16/04/2015	TN will discuss with other PM's, whether any fully-funded courses are available to the PPG	Tracey Nyilas	3rd June 2015		OPEN
17/04/2015	TN and CH to look into providing guidance for the SystmOne Online and the website.	Tracey Nyilas	3rd June 2015		OPEN
18/04/2015	TN to discuss training with reception	Tracey Nyilas & Claire Hamill	3rd June 2015		OPEN
03/06/2015		Tracey Nyilas	15 th July 2015		OPEN

03/06/2015	Flu clinic plan to be arranged and discussed with PPG	Tracey Nyilas and Claire Hamill	September 2015	OPEN
03/06/2015	Formulate a letter to the council regarding crossing	Tracey Nyilas	15 th July 2015	OPEN
03/06/2015	Register online for SystmOnline	PPG	12 th June 2015	OPEN
03/06/2015	Liaise with apprentice with feedback	Tracey Nyilas	15 th July 2015	OPEN
03/06/2015	Discuss with GP Partners for ideas and suggestions	Tracey Nyilas	15 th July 2015	OPEN