

# Friarwood P.P.G. Meeting Minutes

## 30<sup>th</sup> October 2012

**Present:** Liz de Dombal G.P, Kevin Duggan – Practice manager, Anne Tollick, John Nye, Ian Thompson, Jeff Allinson, Gordon Mullis, Brian Chappell, Lynda Bowker, Barbara Brown, Betty Bridden, Janet Hardisty, Sonia Atkin, Gerry Delaney, Paul Windeat.

**Apologies:** Ann Jones, Kath Evans, Madeline Wainman

John Nye chaired the meeting.

Minutes of the last meeting were approved.

1. **Autumn Newsletter:** Thanks were given to Ian and to all people involved in the contributions. It was thought to be well done and the format was approved by all. After reading the article concerning Dr Kirby's workload concerns were expressed that he could be thought to be doing too much. It was however pointed out that he only works occasionally at A&E and this was thought to be a positive as it helped to keep him up to date with current practice.

2. **Disabled sign** the notice which shows where the lowered counter is for wheelchair bound patients is still not prominent enough. This will be addressed by Kevin.

3. **Patient Survey:** A few minor amendments were raised with regard to the survey and these will be addressed by Kevin. It was agreed that the survey will start week commencing Monday 5<sup>th</sup> November. Anyone willing to help can just turn up at the surgery and do as many forms as they are able to do.

4. **Appointments.** Various points were raised:

a: The question was raised as to whether patients using internet appointments had preferential treatment with regard to choice. It was suggested that as they could book a time and date suitable to them then they did. Kevin assured the group that patients who use the internet service had exactly the same access to "on the day appointments" as patients phoning at 8am or walking into the practice at 8am to book an appointment face to face. The only advantage of internet booking is being able to see what appointments were available to book 'in advance' (i.e. up to four weeks) to see a GP rather than requesting them either by phone or face to face.

b: Some of the group raised the point about asking for a doctor they that preferred, to which Kevin responded that patients can request to see the GP of their choice but this then very much restricts the number of appointments available to them. Kevin reiterated that all the GPs were suitably qualified and could see the full clinical notes of patients when carrying out their consultation so

would receive appropriated treatment from whoever they saw, and that patients should be confident that they fully understand what has been said to them before leaving the consultation. It was suggested that the practice receptionists should be given more training to help them deal with circumstances when the patients choice of GP was not available, Kevin agreed to action this.

c: It was also asked whether pre booking ahead with a specific doctor is available and the answer was yes it is (see full answer in 4a above).

5. **Electronic Prescription Service:** This 'go live' date is the 6<sup>th</sup> November at Friarwood, all the local Pharmacies should already be enabled for EPS so patients can self nominate which pharmacy they want to pick up their prescriptions from. Training for staff at the surgery – clerks and Doctors will be given by the PCT. Kevin expects there to be 'teething problems' at first but this will be smooth out as we get used to the new way of working.

6: **Prescriptions:** It was raised that the numbers of tablets in a prescription varies from prescription to prescription: 28 to 30 tablets. Is there no way of improving standardisation? Patients would like their prescriptions to all end and start at the same date.

7: **Flu Campaign:** Although over 2,000 vaccinations have been done numbers have slowed down considerably. There does not appear to be a reason for this? Kevin informed the group that extra flu surgeries provided for this national campaign were not proving to be that popular.

8: **Any Other Business:** Gordon pointed out that other surgeries in other parts of the country offered health checks for certain age groups. Kevin said that the surgery had offered these in the past but in was the case that the majority of patients who attended were healthy patients. It was considered therefore to be an inappropriate use of GPs time as it took up valuable appointment time that could help others.

Ian brought information about the Get Active Scheme. There is currently a four week wait before starting the programme and there is a small cost involved. Patients have to be referred by their doctor.

Kevin reminded the group about the Health Trainer who is available in the practice every Tuesdays (via GP referral) to discuss lifestyles issues (i.e. smoking, healthy eating etc etc).

Kevin reminded that group that Dr Ivan Hannay from the CCG board will be coming to the next meeting on the 27<sup>th</sup> November to talk about the new world of local commissioning and to answer any questions the group may have on the subject.