

Weobley & Staunton-on-Wye Surgeries

PATIENT PARTICIPATION GROUP

Thursday 4th July 2019 at 7.00 pm
Staunton Surgery

Chair: Alan Jones

MINUTES

In Attendance

Ray Jones, Jean Rees, Maria Haines, Alison Bolton, Dr Tom Moore, Ruth Bright, Alan Jones, Andrew Kerfoot, Suzi Cox, Jane Lewis

1. Apologies

Michele Petrie, Alison Cotterell, Kristine Stevenson.

2. Minutes of the Last Meeting

Agreed as a true record.

3. Practice Update

Staffing- Francesca Howells GP registrar will be joining us; Sarah Al-Najmawi will be replacing Dr Joshua Bilbie in August. Helen Bennett a medical student is joining us for a week 14-18 October. Currently looking for a replacement Clinical coder – the job role was then explained by TM. New Assistant Manager SC, new Reception Manager JL. Also we have a new Dispensary Assistant who works at both sites SH.

4. Frequent Attenders (TM)

TM explained about the PGP programme, a lot of the GP Practices have taken part in this across Herefordshire. It looks to identify inefficient processes within GP Practices.

5. Urgent Prescriptions (TM)

TM explained about on the day prescriptions and the pressure it puts not only on the dispensary staff but the clinicians too. Currently Weobley have done an audit and they have between 11-20 urgent prescriptions a day. TM explained about the safety behind the process of issuing meds. He showed the flow chart of how a prescription is made up from the handing over of the prescription to the picking it up once issued and seal in the bag. TM explained that it would be a few month before any changes were implemented and that patients would have plenty of notice.

6. CCG Merger

TM explained that currently there are 4 CCG's which are going to be condensed into 1 in Worcester. They will be merging within a year, the practice voted against

it. AB asked if there will still be a presence in Herefordshire after the merge. TM answered that there will still be offices in Hereford but there will be redundancies.

7. Staunton Car Parking at the Primary School (SC)

SC explained that the head teacher of the primary school had approached the surgery and asked them to put a notice up advising patients that the car park is going to be out of use from 20th July – 1st January 2020. RJ suggested that if patients are fit that they could park at the Hall to leave room for patients with poor mobility. SC will find out if we can add an article to the practice website.

8. Any Other Business

The Partners had been worried about patients overhearing from the consulting rooms in Weobley surgery so a new radio has been brought and is currently in the hallway at Weobley. TM explained the radio station won't be to everyone's taste. MH suggested about having a display in the waiting room informing patients about the cost of a missed appointment. She explained that when she had a reminder text about an upcoming appointment, on the bottom of the text was information saying if she missed this appointment it would cost x amount of money to the NHS. Suggested if this would be possible to do for the Practice? SC will find out.

DNAR forms were brought up following a query from RJ about a patient ringing the surgery and being told she needs to see a doctor about this. TM explained the RESPECT forms are being bought in to replace these DNAR forms and they contain a little more detail with regards to patient wishes. MH said that the carers she works with are already aware of these RESPECT forms. MH announced she was very sad but she will no longer be able to attend the PPG meetings. SC will email the Drs to see about a replacement. Laura Riley was suggested.

9. Date of Next Meeting

17th October 2019, 7pm at Weobley Surgery.
19.37 meeting declared closed.