

Holmlands Medical Practice Patient Participation Group

Minutes of the meeting held on Thursday 3rd October, 2019

Present: Colin Derby, Lorna Dobson, Jim Ainsworth, Paul Brady, Sue Davies, Ann Skinner, Mary Jones, Norman Warhurst, Anne Parry, Jan Williams, Bala Sridhar, Dr.P. Srivastava.

Apologies: Jenny Pierce, Rebecca Major, Kevin Gately, Nidhi Srivastava.

In the absence of KG, JA asked CD to chair the meeting, and he would take the minutes. CD agreed.

1. Minutes of the last meeting: Following a correction to the date (8th to 5th) they were agreed.
2. JA proposed the Gel Derby should be formally thanked for her previous membership of the committee and taking the minutes on a number of occasions. **It was agreed.**
3. Items from the previous meeting:
 - a. **Newsletter.**
 - i. Had discovered that the July Newsletter was available to read via the website, but also an out of date leaflet describing the previous partnership. This has been removed, and the October Newsletter should be displayed.
 - ii. It was also felt that Newsletter should also be placed on the chairs in the waiting area, as not all patients go to the desk.
 - b. **PCQS report.** It was agreed that further discussion should be deferred until KG was present.
 - c. **DNA's (Patients who do not attend appointments):** It was agreed:
 - i. The situation should be monitored and repeat offenders sent a letter (not too harshly worded) but possibly pointing out the cost of DNA's and the impact on other patients.
 - ii. Possibly alert patients to the impact via the waiting room screen.
 - iii. Ask KG to analyse the types of DNA's , i.e. with doctors/nurse/phlebotomy.
 - d. **Prescriptions.**
 - i. The long waiting time (10 days) at the local Boots is experienced nationally as they are not keeping large amount of stock in stores, and have to be ordered in from central stores. Other pharmacies may be better stocked.
 - ii. Concern was expressed that some generic tablets may not be as effective as the major brand. This would be monitored by the patient and GP.
 - iii. Prescription requests now include a text reminder about allowing sufficient time to collect.
4. **Practice Issues:**
 - a. Rachel Kavanagh is rejoining the practice as Office Manager/Deputy Practice Manager on 16th October. Rachel has also trained as a GP assistant, and is able to take blood samples & perform ECG's. She can also undertake medicine management. She will liaise between the office staff and KG.
 - b. Umbreen has left the administration staff for a post at Villa.
 - c. Shannon, from administration, is currently training as a health care assistant with the assistance of the practice.

- d. Kaye Edwards (Pharmacist) has been appointed as the pharmacist for the 13 practice network, including Holmlands & Heatherlands. She will still work at Holmlands.
 - e. A number of flu vaccination clinics have been allocated for October, including Saturday. Other clinics will be allocated for November
 - f. Dr. Ravichandran (from Wallasey) will be covering the female GP slot every alternate Thursday afternoon.
 - g. Dr. Srivastava explained the very good results the practice had achieved in the National Patient Survey.
5. JA reported that KG would like to be informed of any patient the PPG know who requires proactive care, e.g. before attending hospital/or require a follow up.
6. **Federation Report:** AP reported:
- a. There was a vote of no confidence with the Key Performance Indicator (KPI) figures provided by the Clinical Commissioning Group for the Muscular Skeletal (MSK) Integrated Triage Service. The Federation offered to assist them in producing more accurate figures.
 - b. The Federation is still not happy with the planned "Minor Injuries" closures next April.
 - c. Wirral CCG attended the meeting and gave a presentation on Redesigning Ophthalmology Services. They asked for views and suggestions. It was mentioned that as little is known about "Charles Bonnet Syndrome" with regards to AMD (Age Related Macular Degeneration) could provision be made to make the public more aware of the facts. This syndrome is where AMD sufferers can start having hallucinations that could be construed as a mental health problem. The CCG personnel were unaware of this syndrome, and agreed to undertake further research.
7. **Date of the Next meeting:** 7th November at 5.30