

Holmlands Medical Centre Patient Participation Group Meeting – 8 August 2019

Present: Jim Ainsworth (Chair) , Colin Derby, Geraldine Derby (minutes), Norman Warhurst, Anne Parry, Jan Williams, Paul Brady, Ann Skinner, Mary Jones, Lorna Dobson, Jenny Pierce

In Attendance: Dr Srivastava, Kevin Gately

Apologies: Rebecca Major (new member)

1. Minutes of last meeting – agreed

2. Matters Arising: item 4: NW asked if the 20 new patients registered was still a correct number. Dr S explained that, since then, one patient had left due to individual difficulties.

3. Practice Issues:

a) Dr.S reported that there had been more patient registrations since the last report and that the surgery was seeing a notable increase in pregnancies.

b) **Newsletter** – there is good feedback re: the current copy. Several hundred have been taken (available from reception counter). GD suggested that the Newsletter should become a permanent item on the agenda in order for take up/ feedback to be monitored and for PPG members to be able to contribute ideas for future issues and publicity.

c) **New IT System**– KG reported on the new on-line recording/reporting system (SAR). KG applied for a Resilience Grant and was successful in obtaining £1,500 ; equipment purchased for the new system has cost around £1,650. All staff are trained and fully conversant with the new system which should impact positively on staff time. The system allows for CQC reports to be sent electronically (Faxes are being decommissioned); all records are password protected Currently, Holmlands is one of only two practices in the country operating the new system, although all practices should be compliant by 2020.

d) **Flu Vaccine** – KG has had to deal with problems caused by the supply of vaccine not being ordered in time. He has now ordered one large delivery for 10 October. Staff will deliver the vaccine via drop-in clinics and open weekend provision.

e) **Single monitor** – cable to be installed to allow DR.S to view reception from his room.

f) **Staffing** – good feedback (particularly re /Admin). Dr Baker has dropped his hours to Monday am. As from 5 October, Dr Ghydia Al- Chalaby will cover Thursday mornings which allows for two female doctors now being available for consultation.

4. Patient Issues

a) **Repeat prescriptions** – 20-30% of repeat prescriptions are now ordered on line. AP has prepared a draft guide to help patients move to on-line ordering. It was noted that only 2 PPG members currently use the on-line system. Patients must acquire their unique passwords and account details from reception before changing to this system.

b) Prescription problems – several members raised issues concerning the collection of prescriptions despite having given 48 hours or more delay before collection. Boots would appear to have a global problem concerning prescription availability. KG offered to approach the local Boots Chemist to discuss/ solve current problems. The PPG welcomed his intervention.

c) Phlebotomist – a phlebotomist will be available at surgery on Wednesday mornings for referrals by practices.

d) Physiotherapy - appointments are available in the surgery, but must be requested by the GP and are arranged via the MSK Dept at Arrowe Park.

e) The Chair reported that 2 new members have been recruited on to the PPG.

6. Wirral Federation

AP reported that the Federation has asked for the contract with Arrowe Park to be reviewed re: skeletal assessment. There is currently a 12 week waiting time and recent assessment has revealed that key performance indicators may not be correct.

7. Any other Business

Decisions re: the next Open Day – deferred subject to further discussion.

5. Date of next meeting

Thursday 5 September at 5.30