**Wynyard & Hartfields PPG Meeting**

**Wednesday 10th January 2018 18.30**

**Meeting Room - Hartfields Retirement Village**

1. **Welcome and Introductions**
2. **Apologies**

Stephanie Raper

GG

JW

Ann explained that three members resignations have been received: VY, JS & EC.

1. **Minutes from previous meeting**

**Venue of meetings:** discussed with group again today with regards to venue of future meetings. Group agreed next meeting to be held at Wynyard Road Medical Centre. Decided to change time of meeting to an afternoon to help with access to public transport links.

**Group Constitution & confidentiality statement:** completed forms need to be sent back to Ann Heppenstall. Forms available for collection at end of meeting.

**Staffing:** Dr Parker explained that another Nurse Practitioner has verbally accepted a position with the practice but due to notice period is not likely to be with the practice for a further 8-12 weeks.

**Prescriptions:**  plan is still going ahead for proposed Meds Team for all 5 sites of McKenzie Group Practice. Additional members to the team have been recruited but need adaptations making to building to accommodate the tea; this includes additional PCs, telephone lines, etc. Online prescription ordering is available to all patients signed up for Online Services.

**Telephones:** Ann & Dr Parker apologised regarding telephone access. Problems have been ongoing for a significant due to technical problems at Hartfields which has now resulted in a full new telephone system being installed. Due to the problems calls were on divert to Wynyard Road which resulted in increased call volumes and delays despite staff numbers at Wynyard being increased over this period. Dr Parker explained going forward with new telephone system there is the possibility of linking to other sites and also explained that a maintenance agreement is in place.

**Text Messaging:** Service is operational, and reminders are being sent to patients. Patients are encouraged to update their contact details with the practice.

**Pharmacy Bid:** Dr Parker explained that the bid discussed was successful and funding was given. However, the rules changed part way through and a pharmacy technician was going to be appointed to the post available which was not was the practice had envisaged as a more experienced person was desirable.

A very experience pharmacist is currently working with the practice through an external contract, but the practice would look to recruitment in the future.

**Photographs:** Dr Kishore is in the process of arranging photographs of clinicians.

**Staff continuity:** GPs and Nurse practitioners are now assigned to specific sites. 4 GPs are assigned to McKenzie House, Victoria Medical Centre and Hartfields Medical Centre; another 4 are assigned to McKenzie House, Throston Medical Centre and Wynyard Road Medical Centre. Nurse Practitioners are also working in the same way. This will help with continuity of patient care. Dr Parker explained it is more difficult to assign Practice Nurses the same way due to skill sets, demand, etc.

***Ann asked the group if they were happy the previous minutes were accurate – all agreed.***

1. **Election of Chair**

Dr Parked explained that the plan had been to elect chair, vice chair and secretary at this meeting. Due to small attendance number at the meeting the decisions have been formally postponed following group discussion. Dr Parker explained current set up for other PPG and that he is happy to chair future meetings until a decision has been reached. Group happy to continue with current structure at present but will review at next meetings.

1. **Surgery Updates**

**CQC Inspection**

It has now been 6 months since McKenzie Group Practice were successful in application of the tender of services for Wynyard Road & Hartfields’ Medical Centre. Following this six month settling in period the practice has been notified of a CQC inspection. Dr Parker explained that all 5 sites of McKenzie Group Practice are being inspected. Inspections are all routine; McKenzie House & Throston Medical centre were due for reinspection (last inspected 2015) and Wynyard Road & Hartfields due inspection due to changes in providers.

Ann explained to the group that the inspectors have asked if any of the PPG members would be willing to be contacted via email and be available to attend on the date of the inspection (31st January) to meet the inspectors.

Ann asked for members to confirm consent/ availability. Ann to confirm date/time once formal notification letter has been received. (All members present consented to being contacted).

**Sign In sheet**

Dr Parker explained that an additional box has been added to the sign in sheet to ask for consent to receive group emails. This follows a recent complaint from a member of the group following distribution of previous minutes and meeting agenda.

**Advertising Practice**

The practice is looking at ways of promoting services to encourage patients to register. Dr Parker & Ann asked for any recommendations regarding ways to advertise & promote.

Following suggestions were made:

* Leaflet drop
* Signs in local shops
* Hartlepool Life/ Hartlepool Mail
* Hospital Radio / Radio Hartlepool
* Additional signage
* Open day
* Attending local events with setting up of health promotion stalls

Members also mentioned advertising ‘free parking’ for sites as a lot of GP practices are not able to offer this facility.

**Requirement of service**

The practices are currently required to open from 8.00am until 6.30pm Monday to Friday. Dr Parker explained looking back at previous appointment ledgers it does not appear any appointments were offered to patients until after 8.30am and no late appointments were available.

Currently McKenzie House, Victoria & Throston Medical Centres close at 6.00pm and then offer a deputising service until 6.30pm. Going forward it would be cost effective to have this same structure across all sites.

Dr Parker explained that an audit has been ongoing since July whereby the number of patient contacts between 6 & 6.30pm via telephone and face to face have been monitored. The data shows on average that there are approximately 1-2 contacts per week between this period across both sites. He went on to explain that staffing costs were approximately £3000 per year to cover this period. He asked if the PPG would support the practice in speaking to Clinical Commissioning Group & NHS England regarding this to see if deputising could be offered. The group were in support. 8am opening would still be operational.

**Audit & Governance**

Ann explained the practice was due to attend an Audit & Governance meeting at Hartlepool Borough Council o 24th January but due to CQC inspections this has had to be postponed. Ann is awaiting confirmation of next date: 14th March 2018.

**Respiratory Nurse**

Specialist Respiratory Nurse, Dorothy Wood, is now doing a session at Wynyard Road Medical Centre on a Friday. Appointments with Dorothy are available for both Wynyard Road and Hartfields patients to access. Dorothy is a very experienced respiratory nurse and was previously lead with Community Respiratory Team (CRAMS).

**Online appointments**

Now the clinical systems have merged it is possible for people who are signed up to Online Services to book their appointments online. Ann explained appointments are available to book online in both AM & PM sessions but these do get booked up in advance. Ann went on to explain that these appointments are monitored and reviewed on a regular basis. If online appointments are still available on the same-day then these will be opened to all patients.

**Prescribing**

When McKenzie Group took over the provision of service at Wynyard Road & Hartfields the practice was very high with prescribing of morphine drugs, Pregabalin, Gabapentin, Diazepam, etc. The practice pharmacist has been looking at reduction programmes for patients following best practice guidance and reviewing the latest data available prescribing has dropped in the practice. Unfortunately prescribing habits in the practice have resulted in a number of complaints being received from patients but the complaints have now eased off. Dr Parker explained he would be happy to share figures with the group at the next meeting once more up to date figures had been obtained – the group were keen to review this.

1. **Patient Group Practice Requirements**

No set requirements on the agenda.

Ann explained this is open for members of the PPG to raise topics they wish to discuss and review on a regular basis. Ann mentioned that the McKenzie/Throston/Victoria PPG often review areas such as Practice Complaints and Health Promotions within this area. The group were keen to look at complaints received.

1. **Commissioning**

Ann explained that the CCG often sends information to practices that needs to be discussed with PPG. At present there is no information to pass across.

1. **AOB**

* RS explained he had been experiencing problems getting electronic prescriptions from the pharmacy at Fens (Well Pharmacy). Dr Parker explained once the prescription has been sent by the GP electronically to the nominated pharmacy the pharmacy should download the prescription. Ann explained that there is an audit trail on S1. Dr Parker offered to speak to Pharmacist at Well Pharmacy Fens to see if they are having any problems. MW explained he has also had problems at this pharmacy but not had problems elsewhere with process.
* MW explained that he attended for an appointment at Wynyard Road and presented to the reception window to be checked in; whilst sat waiting for his appointment he received a text message stating ‘sorry you have not attended your appointment’. He was still seen for his appointment when he raised this issue with reception but was told he had then been booked into a spare appointment in order for this to happen.

Ann apologised for this incident and explained that in this instance the patient would always be accommodated as practice error.

* NHS111 – Dr Parker explained that as part of a Vanguard programme the practice offers telephone appointment slots to NHS111 for patients registered with the practice. These slots can only be booked by NHS111 and cannot be booked by staff in the practice.

**Next Meeting: Date/Time TBC - Wynyard Road Medical Centre**