**Wynyard & Hartfields PPG Meeting**

**Wednesday 18th April 2018 12.30pm**

**Meeting Room in Orcel Centre - Wynyard Road**

1. **Welcome and Introductions**

Present: Dr Carl Parker, Ann Heppenstall, Emily Orcheston-Findlay, PS, MW, LG, FC, LS, JS & DT.

1. **Apologies**

W, RS, Mrs Ca& Mr An

1. **Minutes from Previous Meeting**

DT explained that there was a section missing from the previous minutes with regards to her complaints regarding a prescription not being issued when she was informed it would be sent to the pharmacy electronically, resulting in an additional trip to the practice. Ann apologised for this but explained that she would obtain further information from DT at the end of the meeting and look into this matter for her.

* Group Constitution & confidentiality statement**:** Confidentiality statements received from some members of the group but not everyone. The practice will write out to those who still need to sign consent.
* Photographs: Ann explained that some of the GPs have had photos taken but others have not – ongoing but slow progress.
* Audit & Governance Meeting: Meeting was held on Wednesday 14th March in the Civic Centre. Dr Parker explained that McKenzie Group Practice was congratulated by the councillors and overall received very positive feedback. One councillor who had express concerns previously took time at the end to congratulate the practice

MW said there was a very positive article in the Hartlepool Mail following this meeting. Ann & Dr Parker explained they were not aware there had been a write up but would search on Hartlepool Mail website for a copy of the article.

* RS had raised concerns in the previous meeting regarding Wells Pharmacy at the Fens Shops. Dr Parker explained he had tried to make contact with someone at the pharmacy on 6 occasions but there was always a different member of staff working who was unable to help. He had also contacted the regional office on 4 occasions but nobody was able to comment.

Ann explained that they had enquired at a meeting regarding download times for prescriptions – it was advised that sometimes there can be a delay in the system and it can take up to 4 hours for a prescription to be downloaded by the pharmacies, however, this also depends on pharmacy policies/protocol regarding how frequently the prescriptions are downloaded from the server.

MW asked if would be worthwhile contact Healthwatch and raise concerns with them. Ann explained that she was unsure if this was in their remit but that she would contact them advising concerns had been raised by the PPG to which all members agreed.

FC mentioned that some of the residents at Hartfields had been receiving letters with their prescription deliveries from Lloyds pharmacy informing them future delivery charges would be incurred to a cost of £10.00. Ann to contact pharmacy for more information regarding this

1. **Election of Chair**

No decision made at previous meeting regarding election of chair, vice chair and secretary of the PPG. Ann asked for thoughts from the group regarding going forward. Mr LS explained that the group did have a discussion regarding this when they attended for the CQC meeting and the general consensus of the group was for staff to take on the responsibilities going forward. Dr Parker and Ann agreed to this but explained that this would always be open to review at any point.

1. **Surgery Updates**

* CQC: Dr Parker thanked member of the PPG who attended to speak to the inspectors at the time of the inspection. He explained that previously Hartfields had received a ‘Good’ report and Wynyard Road has previously received a ‘Good’ report but with one area requiring improvement.

He informed the group that a draft report had been received and approved resulting in a final report being published. Dr Parker explained that the practice was very pleased with a final ‘Good’ rating for the practice and explained that within the report the inspectors had highlighted areas of outstanding practice.

The inspectors had identified that 2 nurses required vaccination update training as they were just out of date and explained that following this being highlighted to the nurse manager the 2 nurses were booked onto immunisation training update courses which have now been completed.

Hard copies of the report were available for members to take away, alternatively a link to the CQC website was circulated for members to access on the internet.

* Closure between 6.00 -6.30: Ann explained that closures of the practices from 6.00 -6.30pm had previously been discussed with the group. Dr Parker explained that the practices are the only 2 in the town which open until 6.30pm as all other practices sub-contact to Out of Hours. Ann explained that the practice was currently putting together a business case to request closing of both sites at 6.00pm.
* Time-Out events: Dr Parker explained that across the town all practices close for one afternoon, approximately 4 times a year, to allow clinicians to meet for training sessions and to give administration staff chance to attend training or do in-house catch up work. Currently Wynyard and Hartfields are the only 2 practices in the town to be excluded from these events. Ann explained that this is also an item mentioned in the business case, however, despite CCG support a full public enquiry may be required in order to allow the practices to close.

Ann went on to explain that despite being unable to attend these scheduled events, the practice will be closing on the afternoon of the 2nd May for an unscheduled event arranged by the GP Federation.

* Movement of patients between sites: Dr Parker explained that the practice is thinking ahead and would like to offer patients the opportunity to attend any of the 5 sites for appointments. Currently the sites are split into two groups: McKenzie, Throston & Victoria and Wynyard & Hartfields. There has been instances were appointments have been available in one group but not in another and by opening the doors to allow patients to cross sites more appointments and specialised services are made available for all. Dr Parker explained that the CCG are concerned about political views previously highlighted surrounding Wynyard & Hartfields tender application and have therefore requested the practice seeks PPG support and looks to submit a business case. Dr Parker explained this had been discussed with the CQC inspectors as well as Hartlepool councillors who supported this approach. Dr Parker explained that McKenzie PPG supported this idea and were drafting a letter of support. The group agreed to support the application and felt it was common sense that would offer flexibility and would be more convenient and beneficial to patients.
* Violent Patient Scheme: Dr Parker explained that included in the contract for Wynyard Road & Hartfields is provision of the Violent Patient Scheme. Initially when applying for the tender the practice was informed that this service must be run from Wynyard Road Medical Centre and the practice was informed a risk assessment had been carried out, but that this could not be shared. Following a risk assessment carried out by McKenzie Group Practice several issues were highlighted regarding patient and staff safety and adaptations to the building needed to be carried out. There were many discussions around this and approximate costings of £30,000 were estimated but for a complete costing of the works to be carried out there was a fee of £3000. As the building is a ‘lift building’ there are life cycle costs associated and in total over the course of the contract the overall costs would be anywhere from £70 – 100,000. NHS England said McKenzie Group Practice would be responsible for these costs and after many meetings it was decided that because of costs Wynyard Road would not be suitable for the service.

The practice was then asked to look at alternative options. Hartfields Medical Centre is an option for the service as the areas could be zoned off but with the surgery being attached to a retirement village thought there would be political issue raised and residents would object to this. FC, as a resident of Hartfields, agreed with Dr Parker.

Dr Parker explained that Throston Medical Centre has also been discussed as on option. Work would need to be carried out in the building but as this is not a lift building the costs would be considerably lower. Dr Parker explained this has been discussed with the McKenzie PPG and after discussions regarding patient safety, staff safety, risk of walk-in patients and time restrictions for the service to run the group members were not in support of this service and explained they would be willing to meet the CCG and NHS England to discuss this matter further if requested.

LS asked if the service was mandatory and Dr Parker explained it is part of the contract for Wynyard & Hartfields. LS also asked if the practice was aware of why the patients were on the Violent Patient Register – Ann explained that currently have no knowledge of the patients and have not had any access to information but are informed there are approximately 12-15 patients on the register.

MW asked if the original contract stated the service had to be held from Wynyard Road and Dr Parker replied yes. MW went on to ask if there had been any money allocated in the budget to building changes. Dr Parker explained that no money had been assigned to estate costs and the vast majority had been invested in staffing and training, and money had to be invested in a new phone system at Hartfields which was not expected.

The PPG were not in support of the VPS running from Hartfields.

* Promotion of practice

Ann explained that an advertising campaign is currently underway to advertise all 5 practices. Leaflets are currently with the printers for drafts to be drawn up and once finalised plan to do a leaflet drop with Royal Mail based on postcodes near to each site. An open day for Victoria Medical Centre to show off the new facilities will also be arranged and the Mayor, councillors, Hartlepool Mail and other agencies will be invited along to this event. There will also be an event at Hartfields Medical Centre in August as part of Hartfield Retirement Village’s 10th Anniversary.

Ann also mentioned approaching new housing estates to ask if leaflets could be displayed in show homes. DT explained when she enquired about this in the past she was informed they were unable to promote. Ann will enquire for more information.

MW also recommended advertising in the free paper and Ann explained this was being looked into. Radio stations were also recommended but Ann explained she had enquired and this was going to be expensive. DT asked if local supermarkets would be happy to display poster – Ann explained one of the Drs was making enquiries.

* Meds Team

Work with the Meds Team has been put on hold until the summer due to other things going on. Minor building alterations will be required for this to go ahead.

* Complaints

Ann explained that since taking over the service at Wynyard and Hartfields in July the practice has received a total of 10 complaints. 6 were regarding medication, 2 regarding staff, 1 regarding IT and 1 regarding a referral. Ann explained that all complaints had been replied to but she had received no feedback or further requests. Ann will bring figures of complaints to each meeting.

1. **Commissioning**

Nothing updates

1. **AOB**

* DTr explained that her husband has been seen by different nurse practitioners in the practice and has been given different advice/treatment for the same condition. Ann asked that DT passes over further details individually after the meeting. Dr Parker explained that there are different methods of treatment to medicine and this could be the reason for different information.

Dr Parker went on to explain that one of the Partners and the Operations Manager are currently doing a piece of work regarding GP and NP rotas to try and help with consistency at sites.

* FC asked why the practice had been carrying out more visits that usual. Dr Parker explained that schemes sometimes get rolled out by CCG/NHS England and the practice only has a few weeks to prepare for the work to be carried out. This year the scheme was regarding home visits and winter pressures to look at patients and prevent hospital admissions as well as the patients gaining some benefit from the service. Initially nursing homes, care home and residential homes were targeted as well as patients which multiple chronic diseases. In total 199 patients were visited in the month of March. Dr Parker explained the scheme may go ahead again next year. A considerable number of patients did decline the service but the nursing homes found it service very beneficial.
* DT asked FC about the residents who said they were having problems getting an appointment at the surgery. Mrs Charnock explained that this had been a misunderstanding and she had been down and spoken to Michele in Hartfields who clarified the appointment system.
* Ann explained that the surgery is currently the amount of appointments with GPs that was set out in the Tender and just under for NPs, however, more appointments with practice nurses and HCAs were available. Dr Parker explained that more nursing appointments were required for chronic disease management, etc. He went on to explain that rooms at both sites and currently full to capacity at all times. Staffing recruitment has now been completed
* DT informed the group that Donna was back from maternity leave. Ann explained that Donna is working across both sites as a supervisor. She went on to explain that Sasha is also due back from maternity leave later this year.

**Next Meeting: Wednesday 18th July 2018 @ 12.30pm – Meeting Room @ Hartfields**