

## PPG MEETING

JUNE 28<sup>TH</sup> 18.00-19.00

PRESENT: 8 PATIENTS. PRACTICE MANAGER C. SCHOFIELD AND SENIOR RECEPTIONIST JAYNE FARRELL.

CHRISTINE SCHOFIELD PRACTICE MANAGER WELCOMED PATIENTS TO THE MEETING AND GAVE A BACKGROUND WITH REGARDS TO HER ROLE IN THE PRACTICE AND THE AIMS OF THE MEETING.

THE PRACTICE WOULD LIKE TO GIVE PATIENTS AN UPDATE OF WHAT IS HAPPENING IN THE PRACTICE.

THE REPRESENTATIVE FROM THE ALZHEIMER'S SOCIETY WHO WAS COMING TO TALK ABOUT DEMENTIA CARE HAS SENT HER APOLOGIES TODAY.

PRACTICE STAFFING UPDATE.

- SENIOR PRACTICE NURSE JO CHRISTEN HAS LEFT THE PRACTICE TO JOIN ANOTHER LOCAL PRACTICE. THE PRACTICE TEAM WISH HER EVERY SUCCESS IN HER NEW ROLE.
- THE PRACTICE WELCOMES JO HEDLEY WHO HAS JOINED THE PRACTICE IN THE ROLE OF SENIOR PRACTICE NURSE. JO HAS A WEALTH OF EXPERIENCE IN NURSING AND HAS PARTICULAR EXPERTISE IN DIABETES MANAGEMENT.
- DISPENSER LINDA HARDINGHAM HAS RETIRED FOLLOWING MANY YEARS WORKING WITH THE PRACTICE. WE ALL WISH HER A HAPPY AND RELAXING RETIREMENT.
- HEALTH CARE SUPPORT WORKER MANDY MOSS IS MOVING INTO THE ROLE OF DISPENSER FROM THE 1<sup>ST</sup> JULY 2018.
- DEBBIE KENNEDY HAS JOINED THE PRACTICE AS A FULL-TIME HEALTH CARE SUPPORT WORKER. DEBBIE HAS VAST EXPERIENCE AS A MEDICAL PROFESSIONAL WITH 27 YEARS SIGNIFICANT MEDICAL AND IMMEDIATE CARE WORKING WITHIN THE FORCES, MEDICAL PRACTICE, HOSPITAL ,CHILDREN'S SERVICES AND OFFICE ENVIRONMENTS.
- THE PRACTICE WILL WELCOME BACK DR AHSAN SHAH, GP REGISTRAR WHO WILL RETURN TO THE PRACTICE ON THE 1<sup>ST</sup> AUGUST 2018 TO COMPLETE HIS 3<sup>RD</sup> AND FINAL YEAR OF GP TRAINING. DR AHSAN SHAH WILL BE AVAILABLE FOR APPOINTMENT BOOKING FROM THE 6<sup>TH</sup> AUGUST FOLLOWING A PERIOD OF INDUCTION AND MANDATORY TRAINING.
- URGENT CARE CLINICS are run by Nurse Practitioners who are trained to take a medical history, access and organise investigations, diagnose and prescribe appropriate medication. Support is available from the GP on-call if appropriate.
- PATIENT ONLINE ACCESS Patient Access is a secure internet system that Allows patients to perform tasks online such as booking appointments and medication requests. Patients will also be able to view a summary of their medical records to include; a summary, allergies, current medications and immunisations. To do this you will need to sign up to our ONLINE ACCESS facility. Access to online patient records includes; coded information on medication, allergies, illnesses, immunisations and

test results. To start this process: take phot ID (passport or driving Licence) and proof of address(such as a utility bill) to your GP Practice and advise them that you would like to start using their on-line services. You will be asked to complete an application form. Once this has been processed you will issued with a unique username, password and instructions on how to log in.

- **DO WE HAVE YOUR UP-TO-DATE CONTACT DETAILS?** Address, Landline / Mobile Number, & Email?
- **Did you know the Practice can contact you via TEXT MESSAGE & EMAIL through a secure service called MJOG?** You just need to contact the surgery with your mobile number/email address and we can update your medical record accordingly. The facility also can also send you appointment reminders.
- **The Practice is continuing to have a serious problem with people who do not attend their appointment and do not tell the surgery.** Sadly, there are patients who think that it is alright to do this. There are patients who ring early in the morning for a morning appointment, do not arrive and then ring later, demanding an afternoon one. There will always be circumstances where something urgent happens and cancelling an appointment is genuinely forgotten. We understand this may happen.
- **What can we do about this situation?** Write your appointment where you will see it easily. • If you have a relative who may forget, make a note of it yourself and remind them. • let the surgery know if you can't make it, and if you don't, make a polite phone call to let them know why. • don't ignore text message reminders. Cancel if you no longer need your appointment. If you forget an appointment, did you really need it? It could have gone to someone who did.
- **Training afternoon Thursday September 13<sup>th</sup> 2018.** The Practice will be closed for the staff to complete annual mandatory training, property maintenance, and staff meetings. In the event of a medical emergency you can contact the surgery via the telephone or present at the surgery and ring the door buzzer.
- **Courtesy to Staff.** Getting angry or impatient either in the surgery or on the telephone only makes issues worse for you as a patient and for us as surgery staff. All staff are working to help patients and carers as much as they possibly can within the confines of resource's available and pressures on services. The surgery tries to work hand in hand with our patients, if however, you feel the need to raise a complaint, issue or make a suggestion you can contact the Practice Manager to discuss and hopefully resolve or acknowledge the concern. The Practice team always endeavours to improve the service to our patients and will investigate concerns.
- **The Practice has recently been awarded the Carers Award and the Dementia Friends Award.** Congratulations' and well-done to the Staff who have contributed to the work involved.

**MATTERS ARISING.**

SUGGESTIONS FROM PATIENTS	PRACTICE ACTION	RESPONSIBILITY
AUTOMATIC DOORS TO THE FRONT ENTRANCE TO ASSIST PATIENTS WITH PHYSICAL DISABILITIES	PRACTICE MANAGER WILL DISCUSS WITH PARTNERS AND THE LANDLORD	C. SCHOFIELD
MICRO SUCTION FOR THE REMOVAL OF EAR WAX.	PRACTICE MANAGER WILL DISCUSS WITH THE LOCAL GP FEDERATION AS TO THE POSSIBILITIES OF PROVIDING THIS SERVICE IN GP PRACTICES.	C. SCHOFIELD
ON-LINE REGISTRATION TO BOOK APPOINTMENTS, MEDICATION AND ACCESS THE MEDICAL RECORD.  SHARING RECORDS AND INFORMATION	SENIOR RECEPTIONIST DESCRIBED HOW THE PROCESS WORKS. HAPPY TO DISCUSS FURTHER WITH INDIVIDUALS.	J. FARRELL
COULD THE PRACTICE HAVE A "FACEBOOK"	THE PRACTICE WILL NOT BE HAVING "FACE BOOK" DUE TO THE INHERENT RISKS ASSOCIATED WITH IT. OTHER PRACTICES IN THE AREA HAD FOUND IT CHALLENGING.  THE PRACTICE ALREADY HAS A WEBSITE WHICH WE TRY AND KEEP CURRENT AND UP TO DATE.	C. SCHOFIELD
TEXT REMINDERS TO LAND-LINES	AT THE PRESENT TIME. APPOINTMENT REMINDERS ONLY CONNECT TO MOBILE PHONES. MJOG PROVIDES THIS SERVICE AND ONLY SENDS THEM TO THIS FACILITY.	
AS FEW PATIENTS ATTENDED THE MEETING IT WAS THOUGHT IT SHOULD BE BETTER ADVERTISED. LOCAL PARISH/CHURCH MAGAZINES.	PRACTICE MANAGER TO IMPROVE ADVERTISING.	C. SCHOFIELD.
APPOINTMENTS	THE NURSES APPOINTMENTS CANNOT BE BOOKED ON-LINE AS SYSTEM ONE CANNOT SUPPORT VARIOUS LENGTHS OF TIME FOR THE VARIED NURSING INTERVENTIONS.	C. SCHOFIELD

	<p>DRS APPOINTMENTS ARE 10 MINUTE SLOTS, HOWEVER THE DOCTOR WOULD GIVE YOU LONGER DEPENDING ON THE REASON FOR CONSULTING OR YOU MAY NEED ANOTHER APPOINTMENT TO CONTINUE FOLLOWING INVESTIGATIONS OR INTERVENTIONS.</p> <p>THE NURSE PRACTITIONERS HAVE 15 MINUTE APPOINTMENT ALLOCATIONS.</p> <p>PRACTICE NURSES AND HCSW CAN VARY BETWEEN 10 MINUTES AND 50 MINUTES DEPENDENT ON INTERVENTION.</p>	

Next Patient Meeting 20<sup>th</sup> September 2018 at 18.00

This meeting will be combined with the AGM of the Springwells Medical Equipment Fund .

All Patients welcome to attend.