

Notes from PPG 1st July 2019 1830-2000

Attendees:

T. Underwood (TU)
K. Smith (KS)
E. Bailey (EB)
J. Haywood (JH)
C. Gladman (CG)
A Plumpton (AP)

A. Jones (AJ)
C. Chesterton (CC)
S. Teasdale (ST)
D. Gladman (DG)
D. Wightman (DW)
L. Plumpton (LW)

Local Area Coordination

- The local area coordinator Kerry Smith introduced herself to the group and discussed her role within Barwell community. She is a community worker within the village whose aim is to help patients and carers to help themselves. She can link patients to services and support with the aim of increasing resilience. She can be contacted on her mobile 07947-949721 or email Kerry.smith2@leics.gov.uk Bev Haslam undertakes the same role in Hinckley and can be contacted on mobile 07768-616041 or email bev.haslam@leics.gov.uk

Patient Query

- Some information on the practice website seems out of date and it would be useful to know about local services such as the above when new to the area. It would also be useful for a profile of all practice staff to be on the website.
- **Dr Jackson will look into the practice website and update the information**

Well Pharmacy

- 4 patients made complaints about the service at Well Pharmacy with several stating that it had gotten worse recently after appearing to improve. AP logged the issues and will feed back to the regional manager. Patient's with further issues should report to AP or the practice.

DPJ presentation

- **Staff changes.** Luci has been promoted to senior receptionist and we have also recruited a new lady Mollie to senior receptionist so that we have one on each site. We have also recruited a deputy practice manager Louise who is due to start in September. A new advanced nurse practitioner Laura Golding has started.
- **3rd Party Ordering ban.** As of 30th June 2019 pharmacists can no longer order repeat prescriptions on behalf of patients unless there are exceptional circumstances. Patients can order repeats online or via the right hand side of the prescription. Repeat Dispensing, which involves the GP sending a supply of Prescriptions to the Pharmacist will continue as before
- **Self-care.** A new policy in Leicestershire means that practices cannot prescribe drugs which are available over the counter for minor illnesses. This includes small quantities of Paracetamol and cough relief medication.
- **West Leicestershire CCG website** has excellent information on all of the above and also information on inhalers and antibiotics. I would thoroughly recommend a look

via this link <https://www.westleicestershireccg.nhs.uk/your-health-and-services/you-and-your-medicine>

GP follow up appointments:

- Patients are unhappy when asked by the GP to book an appointment in 1-2 weeks but then when asking at reception nothing is available.
- **Dr Jackson to ask GPs to book their patients own follow ups. Patients should ask their GP to do this before leaving the consulting room**

Reason for appointments:

- Dr Jackson explained the reasons that receptionist ask patients for information on why they are attending the surgery.
- This is to ensure that patients are booked in with the correct clinician. As more clinical staff join the surgery (Advanced nurse practitioners, pharmacists etc) it is important that patients are directed to the correct person to avoid wasted appointments. Receptionists must keep absolute confidentiality and are trained to ensure patients get to the right clinician.

Confidential conversations:

- Patients made a complaint about lack of confidentiality at Well Pharmacy after overhearing a patient conversation with the pharmacist. AP will take this up with other feedback to "Well".
- Patients also asked whether radio music could be considered especially at Barwell where conversations are too easily overheard in reception.
- Patients would also like LCD information screens in reception relaying important messages like in other surgeries.
- Dr Jackson mentioned that there is a high cost associated with these requests and with plans for a new surgery imminent a decision will hopefully be made in the next 3 months. He also mentioned that other surgeries PPGs have raised money for equipment.

Befriending:

- The befriending service has been recognised by Hinckley and Borough Council as part of their "Making a Difference" award scheme. They received a "Highly Commended Medal". We now have 10 volunteers all befriending 1-2 patients. They have also set up an armchair exercise group at Meadow Rd sheltered housing. More volunteers are being sort. Please contact AP or Kerry Smith if interested.

Carers group:

- The carers group, organised by TU, has also been recognised for its valuable contribution to the community and has received a "Highly Commended Medal" for its work in the area. This group provide support for carers in evening meetings at the Community House in Barwell, closed Facebook group and linking to other support. Please let the practice know if someone is dependent upon you for care so that you can be registered as a carer.

Community health services review:

- Progress on the renewal of Hinckley Health Centre and Sunnyside Hospital is slow and in the paperwork stage. There is likely to be a patient consultation later in the year which will be advertised locally.

CCGs:

- The 3 Leicestershire CCGs (West Leicestershire, Leicester City and East Leicestershire & Rutland) are in a process of merging into one body over the next year with one accountable officer, Andy Williams, for all 3.

Primary care networks (PCN):

- Barwell, Burbage, Stoney Stanton and Broughton Astley have formed a PCN encouraged by recent changes in the national GP contract. These practices will start to work more closely together sharing staff such as clinical pharmacists and social prescribers. This fits with the CCG (Clinical Commissioning Group) plan of local care making it easier for patients to access care packages and consultations in their local area

Extended GP hours:

- The surgery will be taking part in extended hours and will be providing our extra hours mainly on a Tuesday evening with some GP face to face appointments, some extra telephone appointments and some extra health care assistant appointments. These will be advertised once confirmed on the practice website.

Next meeting:

Monday 11th November 2019 1830-2000 at Hollycroft or Barwell depending upon room space.