

Sidney House and The Laurels Surgery  
**Patient Participation Group Meeting**

Action

Minutes of a meeting held at The Laurels Surgery.

**21st March 2019.**

Members Present: - Ann Martin (AM, Acting Chair), Alan Harrison (AH), Robert Bates (RB).

Surgery representatives: - Dr. W. Siddiqui (WS), Beverley Jones (BJ, Practice Manager), Ally Jones, AJ (Practice Operations Administrator).

**1. APOLOGIES FOR ABSENCE.**

Apologies: John Galley (JG, Chairman), Barbara Carr, (BC) Vanessa Benson (VB), Bob Farrell (BF), Peter Elkington (PE), Katrine Brewer (KB, Practice Services Administrator).

The Resignation of Theresa Buck (TB) was brought to the attention of the PPG. Unfortunately, Theresa has had to resign from the group due to health reasons. JG has been made aware and has been asked to contact TB regarding her wish to remain interested in the activities of the PPG by way of a virtual membership.

**2. MINUTES OF PREVIOUS MEETING.**

The minutes of the meeting held on 16th January 2019 were tabled and, with the agreement of members, AM approved and signed them as a true representation of what took place at the last meeting.

**2.1 Matters Arising**

No matters were arising from the minutes.

**3. PRACTICE UPDATE**

**3.1 Organisational Changes to the Practice**

BJ advised members that since the last meeting, the Lead Nurse Practitioner had, within the probationary period, decided the role was not as she had wanted and had therefore been let go. The Practice has recognised the need to appoint further clinical staff, maybe a part time Doctor, Lead Nurse Practitioner or Emergency Nurse Practitioner. Three adverts are to be published shortly. The Practice do not have the budget for all 3 roles. The Practice are dependent upon applications received as to which role is successfully recruited. In the interim Dr

Sidney House and The Laurels Surgery

## **Patient Participation Group Meeting**

Action

Cunningham has agreed to act as Lead for the Nurse team. Two nurses are currently on long term sick leave.

A uniform has been issued to Reception staff, which hopefully assists Patients with identifying the team. The appointment of a new Reception Supervisor to support the Practice front line staff is making a difference. Photos will be published in the forthcoming PPG Newsletter.

### **3.2 Care Quality Commission (CQC) Audit**

BJ advised that a CQC Inspection took place on 26th February, with all aspects being covered. The report is expected to be published shortly.

### **3.3 Computer and telephone system**

The IT server has been upgraded.

The phone statistics were presented at the meeting, compiled by KB. The figures show that the longest wait has reduced from just under 26 minutes in January 2019, to just under 23 minutes in February. The March figures, at the time of the meeting, are looking much better at around 15 minutes.

Positive comments are being received in Reception. Overall the system looks to be settling in and improving.

### **3.4 Did Not Attends (DNAs)**

AJ presented graphs for the period of 2017 – to present time which clearly demonstrate the significant fall of DNAs since the introduction of telephone triaging, particularly in GP appointments. There is also a big difference in DNAs for other clinical appointments – which the Practice continue to monitor to achieve greater awareness of not wasting appointments (PDF versions will be supplied for website). Hard copies can be viewed if required.

### **3.5 Medicines Optimisation Group**

WS talked about the Medicines Optimisation Group (which is led by the Mid Essex Chief Pharmacist) and said that the rules are changing, and decisions made by this group must be made by all Practices. One

Sidney House and The Laurels Surgery  
**Patient Participation Group Meeting**

Action

of the recent changes is that across-the-counter medicines will no longer be made readily available to patients by prescription, as each prescription costs on average £9.00.

The CCG have provided a pack of information for the surgeries to disseminate regarding the wastage of almost £2m worth of medicines that go unused across Mid Essex alone. Mid Essex Clinical Commissioning Group have released an article 'Media Release' and is to be made available to Patients on the news-stands at the Surgeries. An article in the forthcoming newsletter will also refer to the media release.

**AM**

#### **4. NEWSLETTER**

Many articles have been provided by the PPG members this month. Unfortunately, a decision had to be made to defer one article to the following month in order to keep to two sides of A4. (Apologies to be made to VB). The article describing the new web site will also be deferred until the next newsletter.

#### **5. PATIENT ENGAGEMENT**

RB raised the topic of patient engagement at the meeting. He had noted that the display boards at the surgeries were good and had been made patient group specific, which is a lot better than previously observed. Much easier to read. The Practice thanked RB for his comments. AJ had done a lot of work on the noticeboards. Patients rarely offer good feedback, so this was good to hear. After a discussion it was agreed that the Practice could consider offering a simple form of anonymous feedback for patients to complete after an appointment.

RB also raised the issue of the small print on much of the information available at the surgeries. BJ stated that larger fonts are available, but that this was not necessarily known.

RB also shared how professional he found a female Registrar at recent consultation. She introduced herself and apologised for the inconvenience of a slight obstructed access between waiting area and her room. He further commented on the 'image' of Reception staff since the introduction of their uniform.

Sidney House and The Laurels Surgery  
**Patient Participation Group Meeting**

Action

**6. ANY OTHER BUSINESS**

**6.1 Why can patients not obtain anti-histamines (for the treatment of the affects of allergies) on prescription**

WS answered this question, it was down to CCG policies, see 3.5 above. However, if the condition is acute then the GP will make a considered judgement, which may result in a prescription being made. Patients may be interesting is looking at nhs website: <https://www.nhs.uk/common-health-questions/medicines/why-cant-i-get-prescription-over-counter-medicine>

**6.2 When the flyer from Pharmacy2U was put through our letter box, a number of questions arose:**

- a. Who are Pharmacy2U Ltd, and are they suitable people to be given confidential and personal information about individuals?
- b. Why is Sidney House and The Laurels not mentioned on the form, when other surgeries are?
- c. Why do individuals have to register for this service, if (as the flyer implies) it is offered in co-operation with the NHS?
- d. Why is there any need for this service, when the Practice already has an in-house Pharmacy, a procedure for repeat prescriptions and (if I have got this right) a procedure for delivering prescriptions to people who cannot collect them?

Pharmacy2U is just another Pharmacy business, like those such as Boots/Lloyds etc on the High Street but does not have a physical shop. They do everything on-line.

Registering with Pharmacy2U is purely Patient choice and nothing to do with the Practice. As far as the Practice is aware by signing up to Pharmacy2U Patients agree their GP Surgery sends all prescriptions to this service, so if you need antibiotics the prescription will be sent to Pharmacy2U and they will send the prescription in the post (which may take several days). Home delivery is a

Sidney House and The Laurels Surgery  
**Patient Participation Group Meeting**

Action

direct contract between the Patient and a Pharmacy and we cannot instruct any Pharmacy to deliver.

We do not believe any Surgery has agreed to be mentioned on the Pharmacy2U flyer. It is possible Surgery names are being used without permission? It is up to individual Surgeries to opt in/opt out. Sidney House & The Laurels surgeries have no need to use this business as the dispensaries cover the needs of the patients

### **6.3 Staff to cover Emergency appointments**

In response to concerns raised regarding what appeared to be a poor response to a request for an emergency appointment the Practice provided a post meeting note. Investigations are continuing. **BJ**

#### **Post Meeting Note:**

The Practice try very hard to help Patients as much as we can, but we must remind everyone we are not an Emergency service. In life-threatening situations Patients need to attend A&E or dial 999 in an emergency.

### **6.4 Practice not handling grief very well**

In response to concerns raised regarding what appeared to be poor handling of grief the Practice provided a post meeting note. Investigations are continuing.

#### **Post Meeting Note:**

As soon as the Practice has been notified of a patient passing away, we have to follow strict legal processes before any paperwork/certificates can be issued. Sometimes there may be a delay in providing families documentation due to third parties being involved, such as the Coroner. We do offer our sincere condolences to those who have lost loved ones and the Practice are able to offer support and signpost Patients to services to assist at this emotionally difficult time. Unfortunately, legal processes cannot be shortcut.

Sidney House and The Laurels Surgery  
**Patient Participation Group Meeting**

Action

**7. DATE of FUTURE MEETING**

It was confirmed that the next meeting will be held on **28<sup>th</sup> May 2019**, commencing at 7.00 pm (1900 hrs).

The meeting is for the Actual PPG and will be held at The Laurels Surgery, Boreham.

There being no further matters to discuss AM thanked all members for their contributions to the meeting and brought the meeting to a close at 20.40 hours.