

ASK PPG Minutes Meeting Held 13 September 2016 at Whitegate Medical Centre, Room 1 at 6 p.m.

Members Present: Ann Allen (AA)/George Goldthorp (GG)/Gavin Quick (GQ)/ Susan Ransome (SR)/ Susan Stratton (SS)/Mike Wain (MW)/ Jo Booth (JB)/ Viv Critchley (VC)/John Butler(JCB)/Kay Beaumont(KB)

Apologies for Absence: Richard Watkinson (RW)

Chairs Remarks:

AA advised she had recently lost her brother, and was missing him so apologised if she seemed a little distant at times. She then mentioned she had concerns over getting appointments. The meeting was then informed that 2/3 of appointments were provided by Adelaide St and 1/3 by Kentmere, reflecting the proportion of patients registered at the two surgeries.

Election of Officers: It was agreed by all present to delay this item to 2017 and stay with the current officers for this year.

Minutes of Previous Meeting: These were agreed as true and correct (Proposer: SR, seconder GG)

Matters Arising: GQ advised there had been a change of policy on expenses by Synexus. They now only offered a maximum payment of £10 (originally he was told 40p a mile for 30 miles which would be £12 but when he asked for train fare to be refunded – no taxi to pick him up, he was told max is £10. He was given train fare of £11.50 but told it was an exception). MW said he he would contact Synexus and inform them the practice would withdraw co-operation in light of this information.

Practice Update: MW advised there were still potential problems with the proposed new appointment system but the ratio of G. P.s to patients was ok (currently there are 5 G. P.s 4 of whom are full time). The practice is looking to increase services (e.g. post operative wounds).

With regard to online prescriptions during the discussion that took place it was noted that these can no longer be taken over the phone (now to be done online, filling in the box ticking form found when collecting prescriptions or writing out the required drugs and then dropping into the box provided just inside the surgery). For those who currently have repeat prescriptions done via their pharmacists this service will carry on as before, with the pharmacist checking with the individual as to medicines required first.

It was also noted that acute prescriptions can be put into the comment box.

MW then gave a presentation on the Stour Appointment System the practice intends to introduce.

We were advised it should lead to an increase in demand (11-16% on primary care). Currently the system is limited to the number of clinicians and appointments available. You try to get through at 8am to make an appointment and if unlucky your option is to ring back next day at 8am again. There is inflexibility in that appointments can not be booked for the following week. (same day, following day and 4 weeks hence but not the next week).

There is also a problem with DNAs for apps booked in advance.



The current system is also unfair for workers (times for appointments etc).

The proposal is the patient wants to see a doctor and notifies reception of this, the doctor then phones the patient and they address the problem together (e.g. there and then over phone, arrange blood tests, face to face consultation).

The new system should result in an increase of 30-40% in patient consultation.

It should also result in improved continuity; spread demand throughout the day; an increase in the number of patients dealt with; the majority of problems should be dealt with in 1 hour; reduced DNAs; contact from a doctor should usually be within 30 minutes; greater flexibility as doctors control their own face to face consultations; reduction in secondary care usage; medical problems discussed sooner; patient sees the appropriate clinician.

The online appointment system would remain, but it would mean the patient requesting a call back from the doctor not an actual appointment.

JCB raised the problem of getting prescriptions – when he rang through recently to discuss his prescription (he needs to be present when agreed), he was informed that someone was only available from 2-4 pm. KB advised she would be consulting with JCB on the question of care plans. (JCB has since advised prescription was received and problem revolves around same item being provided in two different packages (different colours and sizes).

MW also advised Julie the nurse was leaving the practice to join a practice in Poulton and Katie (a paramedic) was going to join a team in Lancaster. To counteract this though two new paramedics were joining the practice (Barney and Jude). MW also advised that Selena is going to stay (initially brought in as maternity leave for Heather, who is coming back on Monday).

AOB: SS stated that there needs to be a better understanding of the way of ordering prescriptions, and the suggestion was made for MW to look at providing an info sheet.

AA advised there is a problem with the services provided by the pharmacist at Kentmere and so in future she will be going to Tesco for her prescriptions.

SS agreed to do some research on what is acceptable for prescriptions via NHS e.g. Peptac

Date of Next Meeting: Nov 8 Whitegate M.C. At 6pm. Room 1