

OVERTON PARK SURGERY

PATIENT PARTICIPATION GROUP MEETING 23RD NOVEMBER 2016 6:30PM

AGENDA

A. Welcome – introductions and apologies

Apologies: KM, SH, DR, SH, Kayleigh Moore (IT Manager)

Attendees: CF, MH, AS, SS, Dean Close pupil, Mark Thatcher Practice Manager, Beverley Pearce Smith Reception Manager

MT and RS welcomed the members of the group and one of the GP Partners, Dr Morgan. The group were particularly pleased to welcome a new member of the group, RC from Dean Close School who intends to study medicine.

MT thanked RS for offering to chair the meeting on a temporary basis in the continued absence of NP.

B. Minutes of previous meeting

The minutes of the previous meeting were discussed. It was noted that building work at the surgery has been completed. SS asked why the telephone answering system had not been updated to include the option for cancelling appointments. MT explained that this is not simple as it involves the provider allocating an engineer. MT felt it would be better to wait until a new system is introduced – MT is currently compiling quotes from telephone companies.

The minutes were agreed.

C. Staff and surgery news (MT/BPS)

Staff news

Clinical Staff - MT reported that Dr Coker has returned from maternity leave. A new GP Registrar called Dr Alison Ellis will be joining the surgery in December (until August 2017). There are also discussions ongoing about the District Nurses attached to Overton Park Surgery being provided with a desk and computer which would also be helpful in terms of improving communications with the practice clinical staff.

Administrative staff – A new receptionist, Mrs G Tandy, will be joining the surgery from Monday 28th November.

Ms Svetlana Rawes who deals with private income at the practice has been granted sabbatical leave for one year – in her absence Miss Zoe Sired will be covering this work.

Surgery news

The doctors have been taking part in a pilot on-call system which allows the doctors to organise their incoming messages from patients in a much more efficient manner. This pilot is ongoing until further notice.

Beverley Pearce-Smith explained that there is also a pilot underway in an attempt to improve access waiting times to the doctors. In addition to on the day appointments and routine appointments, a new 'book five days ahead' appointment has been introduced. This will be done using a 'PDSA cycle' (Plan, Do, Study and Act). So far Beverley has been very pleased with the way this has been received by both patients and reception staff.

MT reported that the surgery is taking part in a scheme to try and reduce COPD (Chronic Obstructive Pulmonary Disease) admissions to hospital. This involves around 60 patients identified using a 'risk stratification tool' provided by the CCG – these patients will be reviewed by practice nurses Lisa May and Debbie Hatcher.

D. Patient survey

MT brought the draft along to the meeting for comment. It was felt that as with previous surveys, it should be clear on the survey that the results are anonymised. MT had hoped to run the survey during December – the CCG advises that the sample size be 25 per 1000 patients which would be approximately 464 patients. This should include housebound patients. The surveys will be available at the surgery for patients to complete. It will also be available online via the surgery website.

The IT Manager Kayleigh Moore has offered to both input the surveys and analyse the results.

E. Future health education events

Pre-diabetes – MT has contacted the specialist dietician Sarah Hughes who gave a talk at the previous event in June. She has agreed to repeat this talk at the next event which should be in early 2017. The aim would be to invite along 20-30 patients with the assistance of practice nurse Lisa May in identifying the patients.

F. Any other business

SS brought up an issue she had been experiencing with a particular prescription. BPS promised to look into this issue for her.

The group discussed the 'App' for online users (appointments and prescriptions) – does this work? KM/MT will try it and report back.

G. Future meeting dates

2017 dates

18/01/2017

22/03/2017

17/05/2017

POST MINUTE NOTES:

SS has resigned from the group. This will be discussed at the next meeting along with a reminder of the terms of reference for the group.