

Woodville Patient Participation Group (PPG)

10th September 2019 at 6:30pm

Present : Karen Gothard – Assistant Practice Manager
Harry Jolley
Nick Locke
Micky Locke
Sabyta Mackay
Colin Moody
Dave Sharpe
Jenny Slawson
Alison Wright – Practice Manager

Guest Presentation

Garry Barrett, Senior Medicines Optimisation Pharmacist, NHS Derby and Derbyshire Clinical Commissioning Group joined the meeting. Garry gave a presentation on his work:

- Look at the Stay Well Derbyshire web site for more information.
- Around one in four GP appointments are for ailments which could be addressed through self-care.
- Check the PL Number on drugs – if the number is the same, it's the same drug (so look at the cheaper non-branded versions).
- Garry looks at complex prescribing cases across nine surgeries, things like dosages, interactions and alternatives.
- He deals with around twelve queries per day.
- Prescribing has a budget of around £146M across 115 practices.
- 93% of people do not pay for their prescriptions.

Previous Minutes

442 Colin resurrected the “what do the doctors want from the PPG” question and Alison agreed to restart the discussions. **Alison**

22 January – Following the negative survey feedback about appointment availability and difficulty making telephone contact, the GPs have suggested that the PPG could help. The aspiration is to reduce waiting time from four weeks to two and then potentially further. One possibility could be to drip-feed the release of appointments for booking. It was agreed that Nick would help the practice to craft a survey to gain an understanding of booking patterns – how many times did the patient try to book before getting in, for example. We will then look to undertake some survey sessions in the waiting room.

5 March – The survey was not done due to other pressures on the practice. However, appointments are now being drip-fed into the system rather than released en-bloc. Waiting for the ANP is down from 21 days to 9, and for GPs from 4 weeks to 3. So, there is a way to go, but progress is being made. Other areas could be encouraging use of on-line access and the health centre hub.

30 April – The meeting agreed to repeat the survey in six months (see new Reminders section). A doctor will be asked to attend the next meeting – with some pre-considered, realistic ideas of how the PPG can help.

11th June – Due to workload caused by staff shortages, no doctor was available to attend.

10th September – Carried forward.

468 Colin noted that he has joined the Patients' Association and that he has received the latest NAPPG newsletter, along with new editions of Public Face and an NHS Patient Newsletter.

He has been involved with “The Way Forward” which is about patient centred care and suggesting that patients should be

encouraged to think about how their appointment should run before arriving. The meeting noted that we already have the triage process in place, effectively a step towards this. Alison noted that there is already a leaflet explaining how to get the most from an appointment – the words from it will be added to the TV screen and website, and leaflets may be handed out to patients as they arrive.

11th June – Alison circulated draft words, which the group agreed were appropriate. They will be added to the screen and website.

30th September – Done.

- 473** Alison noted that the Park Run organisation is looking to create associations with GP practices. We will invite them to our next meeting. **Alison**

11th June – Roger and Nicola from Conkers Parkrun gave an interesting talk on parkrun and it was felt that the surgery should join as a parkrun practice (the ninth local practice to do so). It was felt essential that all clinical staff are encouraged to “sell” the benefits of Parkrun. 9:00 every Saturday morning for anyone that’s interested. Could we get the GPs to do it and invite patients to join them?

10th September – We will need to give a specific date to the GPs to have any chance of them attending.

- 474** Dr Chandra has decided to leave the practice. An advertisement will be out shortly, potentially looking for two part-time GPs. If that approach is taken then it is likely that the total availability of appointments will increase from its current position. **Alison**

11th June – No change.

10th September – Two advertisements and two agencies have been used. A second Advanced Nurse Practitioner is being sought.

- 476** Alison mentioned the new Primary Care Network which covers our six local surgeries and around 55,000 patients. All surgeries are expected to join from 1st July and will receive funding for things like pharmacists, social prescribing, paramedics and physician associates (can prescribe, but can’t sign prescriptions). The idea is to even out inequalities in care provision across the network and potentially save some costs by sharing resources. Dr Marshall from Newhall is the Clinical Director.
10th September – Each surgery may offer specialisms. There will be a jointly employed pharmacist. Dr Marshall has suggested a PPG grouping as a possibility.

- 477** Gary Barrett the CCG Pharmacist want to talk to the next PPG meeting about essential cuts that have been made and how the PPG can potentially help. He will be invited to attend the next meeting.

10th September – Garry attended as planned.

- 478** It was noticed that the practice newsletter has been produced and really looks the part. Thanks to Selene for her hard work.
10th September – Our thanks were passed on to Selene.

- 479** Alison flagged a change to processing of repeat prescriptions from 9th September. Pharmacists will no longer be able to automatically create repeat prescriptions (which wastes a lot of money issuing drugs that then remain unused). Instead, patients will need to call a central medicines order line to trigger the process. There are some exceptions (pill packs for example), and provision is made for hard of hearing people, etc. The scheme is already in place in North Derbyshire and is receiving positive feedback, not least because it gives some elderly people an opportunity to interact with other people on the telephone helping to relieve loneliness.
- 10th September – It is still possible to order on line. Pharmacies were blanket ordering whether drugs were needed or not. The first year of operation across part of Derbyshire has saved £600,000. There is no cost to the surgeries.

Matters Arising

- 480** It was decided that for £40 per year it was worth continuing our membership of the NAPPG.
- 481** The proposals for changes to end of life care were discussed, and it was noted that the Surgery does most of what is proposed already.
- 482** The volume of material that Colin is collecting and distributing was discussed. Going forward, we will focus on matters which are of immediate relevance to the Surgery and where we can potentially make a difference as the PPG.

Any Other Business

- 483** Colin offered to undertake some more analysis of the “did not arrive” data, which we can then review to see whether we can help to reduce the number.

Colin

Reminders

- August 2019 Assess whether we are getting any benefit from our membership of the National Association of PPGs before committing to renewal for a further year.
- October 2019 Repeat the patient survey, focussing on appointments to allow assessment of any improvement.

Date of Next Meeting

Tuesday 22nd October at 6:30pm.