**PPG Minutes 21st February 2023**

**1: Welcome and introductions**

Attendees: Geraldine Burlington, Jo Smith, Laura Richards, Patricia Harrison, Beryl Fletcher, Suzanne Hackett, Laraine Denham, Flora Martin, Alan Wakeman (patients)

Helen Hatfield & Kate Porter, Priya Mistry (practice staff)

Apologies: Hugh Wilson, Pauline Dewberry, Margaret Kember, Muna Johnstone, Anthony Emmanuel

Helen introduced the staff present and informed every one of the new management roles within the practice.

Helen Hatfield is Practice Manager her job role is to help with any administrative aspects of the Practice and she is available to discuss any suggestions or complaints, she also deals with recruitment, HR and Data.

Sue Flanagan is Strategic and Business Manager her role involves compliance for CQC, data protection, policies and projects.

Beverly Russell is Operations and Finance Manager her role is all finance and operations, adult and child safeguarding and oversees registrations.

**2: Ground rules – Constitution:**

A copy of the Constitution was handed out to all attendees. Explanation given that the PPG is to work through issues and not for complaints, but for constructive feedback.

**3: Clinical Pharmacist – Priya Mistry talk/answer questions:**

Priya and Ramat are the two clinical pharmacists that we have at the Surgery. Their role in the surgery is looking at medication, safety for patients and to reduce wastage. They review medication with a holistic approach, this is by looking at diet, lifestyle etc. They see patients face to face or via telephone call. They can diagnose some things such as hypertension and diabetes. They work very closely with the community pharmacies.

Questions:

How and when to have Medications reviews? *Medication reviews can be done with the GP and Pharmacists, a medication review is recommend to be at least once a year, you may receive a text to book a medication review.*

How would patients know about Pharmacist in the Surgery? *We have advertised on Facebook, sent out text messages, it is on our website and leaflet that is ion the reception area.*

Can a pharmacist do a blood test? *The pharmacist can’t take your blood test, but can do the blood test forms for you, blood test can be booked via reception. Blood test results can be reviewed by the GP or pharmacist, if no problem with results we don’t notify, but if you need a review or to speak to a GP a text or letter will be sent to book an appointment to discuss results. JS mentioned blood results can also be viewed on patient access.*

Can we return medication or old equipment? *Medication can be returned to the community pharmacy for them to destroy, but once medication has left the pharmacy it cannot be reused for patient safety. Inspire used to be where equipment was returned to but not sure if still in Slade Green, KP will find out.*

**4: NHMC Brief update:**

- Building works, started two weeks ago and is due to all be complete by the end of March. The building works have included a new Clinical room, Improvement to reception area, and also new storage cupboards.

- Enhanced access, Is an out of hours service to see GP’s and Nurses in the North Bexley area. The new computer system they use is now fully up and running. The out of hours has evening appointments from 6:30 till 8pm, and also weekend appointments, these appointments are only bookable via reception.

* HH explained that a text questionnaire had been sent to all about enhanced access, but the feedback was that everyone was quite confused.
* It was mentioned by all that when calling reception this service was not given as an option, and no information is seen easily in the reception/waiting area. HH will speak to the reception team, and KP will add to notice boards.

-Appointments, since last July we have gone back to face to face appointments as well as telephone calls, appointments are available 3 weeks in advance to book. Blood test for Erith hospital are only bookable 2 weeks in advance via reception. If you require an on the day appointment you are required to call from 8am on the morning. We have a dedicated Duty doctor working each day to take emergency appointments that are not available to book before the day. Also the doctors do still do house visits for patients who are housebound.

* It was mentioned that it is hard to get an appointment with the same doctor, HH explained that no GP works 5 days a week they are all part time. It was suggested if the working hours of GPs could be put in the reception/waiting room area.
* A suggestion was made that if a doctor requests you to come back in 1 month can appointments be opened up for this so they are bookable on the same day as appointment. The old red card system was mentioned. HH said she will discuss with the partners about possibly changing the system.
* It was noted that it’s hard to make an appointments as phone lines are busy, HH is aware that the telephone system could be better due to limiting amount of outside lines, and confirmed that the current phone system is due for renewal soon. One feature of the new systems that was requested by the PPG and HH would also like is a queueing number when on hold.
* HH informed the PPG that missed appointments is being noted on Facebook and the TV screen in the waiting area, in January we had 194 missed/DNA appointments. To cancel appointments you can do this via email, face to face at reception or to call in to speak to the reception or leave a voicemail. Patients have not received texts recently about appointment reminders, HH is to follow up and check this, and also HH will look into adding the option to cancel appointments via the text reminder.
* Ways to get an appointment at the surgery is via the phone line, face to face at reception or you can use patient access or AskFirst both links below. AskFirst was introduced in July, it is an online triage app, and we currently have around 2500 patients using this. Unfortunately, you **cannot** email in to request an appointment, but you **can** email in to cancel and appointment.

[https://account.patientaccess.com/Account/Login](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Faccount.patientaccess.com%2FAccount%2FLogin&data=05%7C01%7Ckate.porter11%40nhs.net%7Ccd45bf33ac81426872cf08db14ecb01f%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638126779017085815%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=hciLqPie1xyB2cUyJCosNjqg%2FofxfVUHMZb1MfHAfoU%3D&reserved=0)

[Northumberland Heath Medical Centre - AskFirst](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.northumberlandheathmedicalcentre.co.uk%2Fpages%2FAskFirst&data=05%7C01%7Ckate.porter11%40nhs.net%7Ccd45bf33ac81426872cf08db14ecb01f%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638126779017085815%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=cf2ALjHMOQ0C82vLbaIG8cIHD3ug6HG2tbe1sw%2FMR%2Fg%3D&reserved=0)

-Signposting, Helen has been working with an outside company to train staff, some PPG members have noticed improvement with the reception team in the last 6 months. The training is for all receptionists to be booking/directing patients in the same manner, so they are consistent with answering questions on reception. It was suggested that can the reception team answer the phone by saying their name and Good morning/Good afternoon.

**5: Surgery Updates: Including updates from last meeting**

We have now purchased a Staff photo Board for reception, once all the building work is complete this will go in the waiting room.

We have also updated our practice leaflet which can be found in the waiting area, this has all staff members and the services the practice provides, and it is also available on the website. Copy of the leaflet was handed out.

Appointments and Phone lines had previously been discussed earlier in the meeting.

**6: Discuss Patient Questionnaire**

We discussed the patient survey that was sent out before the meeting, everyone agreed it was suitable to send out. Once the building work is complete the patient survey will be placed in the waiting area and on reception, for one month. This will allow time for the results of the questionnaire to be ready for the next PPG meeting.

**7: Election of Chair and Secretary**

Everyone was happy for Helen and Kate to run the meeting and complete the minutes.

**8: Any other Business**

It was asked if training on AskFirst could be provided how to use and how to download, HH will look into this as believes someone can come do some training.

It was mentioned that the ease of ordering prescriptions online was helpful, but just to confirm you can only order repeat prescriptions and not acute prescriptions.

It was requested if a poster or leaflet be up on the notice board that list what the GPs specialise in.

A question was asked if the Spirometry test was returning for those with COPD reviews, unfortunately it is not this is a clinical decision and now you will be referred to respiricare if required.

**9: Date of next meeting & time**

Next meeting will be for end of May possibly June due to bank holidays, date to be confirmed.