**The Charnwood Practice PPG Meeting – Minutes**

**Merlyn Vaz Health Centre**

**Saturday 4th February 2017 11am**

**Attendees**

**Present:** Michael Maxwell – Chair (MAX), Angela Macklin (AMM), Dr Alison Mawby (AM), Howard Kendall (HK), Sue Kendall (SK), Pradip Modi (PM), Minaxi Modi (MM), Pat Davis (PD) & Juliana Hector (JH).

**Agenda**

1. Apologies – No apologies received.
2. Previous meeting minutes agreed. (MAX)
3. Matters arising from the previous meeting minutes. (MAX) - None.
4. Update from the Leicester City Patient Group Forum Meeting
   * 1. HK & SK confirmed that they had not attended the last meeting so there was no update to present. HK suggested that maybe someone from the practice could attend. MAX reminded the group that the meeting was for patient PPG members and was their opportunity to have their say on behalf of the patients of the surgery. It was agreed that MAX would circulate the minutes of the last meeting and if any one wished to attend that would be good. Anyone who attends to feedback at future PPG meetings.
5. Practice update (AMM)
   1. **Staffing –** No changes.
   2. **Services / Projects Updates**
      1. New Telephone System – AMM explained that there were still on-going difficulties with the current telephone system. The team continue to manage the situation well. The practice now has confirmation of the installation date for the new phone system on 15th February 2017 and are counting down the days.
   3. **Complaints / Significant Events / Friends & Family Test (FFT)**
      1. **Formal** Complaints - AMM shared with PPG members that the practice had received a formal complaint via NHS England from a patient not happy with the co-ordination of her care. The complaint has not been upheld as independent clinician agreed that it would not have been appropriate for GP to do more at the time as we were waiting on information from 2 other hospital specialities.
      2. **Significant Events** – AMM went through the significant events since the last PPG meeting.

November 2016

* None

December 2016

* BS (22.08.79) - Pharmacy Error – Issuing post-dated prescription too early (05.12.16)

January 2017

* MV (04.08.16) – 2nd Primary Immunisations given 1 week early out of schedule.
  + 1. **FFT updates** – Average monthly figure since last PPG meeting is 95% of patients would recommend the surgery to a friend or family member. General trend of recommendation to friends and family being likely or extremely likely.

1. Topics to discuss (AMM)
   * 1. **Posters raising awareness to prescribing changes in the city**

AM gave an overview of the changes that were due to take place with effect from 1st April 2017. From this date the practice would not prescribe particular items that could be purchased over the counter. This move was being driven and supported by LCCCG and the changes were to be made city wide. AM gave the example of a patient wanting a prescription for paracetamol for a headache. This would no longer be prescribed but clarified that this would not affect patients who were issued paracetamol on repeat for a long term condition. AM also explained that ultimately whether or not an item would be prescribed was still down to the GP’s discretion. If for example an item readily available over the counter was clinically recommended for a child and the clinician did not feel that the parent would purchase the item then a prescription may in this case be issued to ensure that the child receives the medication.

AM also discussed the changes that had already happened a few months ago with Gluten free products and explained that historically these items were very difficult to find in supermarkets (eg gluten free flour and bread) and because of this when found were disproportionately expensive. AM explained that some items for Celiac Disease sufferers are still available on prescriptions but lesser amounts and some items previously available have been removed from the list that can be prescribed. Since the changes there have been no concerns raised by patients. The practice are hoping this will be the case with the additional changes but have the backing of the CCG. If we receive complaints we are to direct them to the CCG at St John’s House.

AMM asked PPG members if they had received the email with poster options enclosed. Not all present had received or looked at the proposed posters so AMM passed them around for consideration and feedback. After looking at the posters preferences were given. PM & MM – Option 3 for Paracetamol changes, HK & SK – Option 2 on the Cough & Cold Remedies changes. JH agreed that Option 2 was favourable for the Cough & Cold Remedies changes.

SK also suggested that it may be a good idea to have information available for new mothers on colic remedies available for babies. AM informed PPG members that the practice have in general not prescribed Colic remedies in the past as there is no real medical evidence that any colic medication actually makes any clinical difference.

HK asked if this was going to affect low paid people. AM mentioned that the Pharmacy first scheme was still available for patients who are exempt from paying for prescriptions and that the Minor Illness Clinic promotes the scheme and feel this has made some difference to numbers attending the Minor Illness Clinic. MAX asked for confirmation of what the scheme was called as he had not heard of it. AMM explained that details of the scheme where readily available and on display in reception and the information leaflet also contained a list of local participating pharmacies.

1. AOB(MAX)

MAX mentioned the email he had received regarding SSAFA Walk-in Centre closing in September and the possibility of a 4th Hub based at either Merlyn Vaz or Leicester General and asked what everyone else present thought. HK commented that he had seen a report in the paper saying that the Merlyn Vaz was shutting. AMM confirmed that this was not the case, it was simply SSAFA’s Walk-in Centre contract that was ending. With regard to the location of the proposed new Hub, PM felt that it would be better based at Leicester General as the Merlyn Vaz was too close to Brandon Street which already runs a Hub and also felt that services offered would be restricted here and that the General could offer more. PM also felt that the space at the general would also be bigger than that available at the Merlyn Vaz.

AM added to the discussion that if the Hub was based at the General she had heard that they would be able to offer ECG’s, X-Ray Services and other diagnostics which could not be offered by a Hub at the Merlyn Vaz.

MAX felt that parking would be an issue if the Hub was based at Merlyn Vaz and that closing SSAFA may actually improve parking for other patients using the Health Centre. AM reminded MAX that it was only the Walk-in contract for SSAFA that was ending in September and that they still had a GMS contract and a patient base of 2000 patients that would continue to use the service and therefore share current parking facilities.

MAX concluded that basically there was not enough information to make a decision and questioned the CCG’s reasoning. In response, AM explained that the new Hub was part of the overall long term plans ‘the five year forward view’ for healthcare services in Leicester. At the moment a number of different services are running eg, SSAFA Walk-in, 3 city hubs, the out of hours service, NHS 111. The combination is not working particularly well and patients are being bounced between the different services. The long term aim of the LCCCG is to bring all services under one umbrella and introduce consistency.

MAX asked if there was any further information available on the existing Hubs and the opening times. AMM confirmed that the practice promotes use of the city hubs and has an information leaflet available on reception with details of the number to call to pre-book, opening times and locations. AMM also explained that patients contacting the surgery once appointments for the day were at full capacity where directed to the Hubs.

AM added that the Hubs had been originally been introduced as an extension to the GP Service – late evening, weekend and bank holiday availability to see a GP who would have access to your medical records. The idea was to offer another flexible alternative to patients living busy lives and concluded that the practice will continue to signpost patients to this service so that it is utilized. AMM offered to email a copy of the information leaflet to MAX to cascade to all PPG members. Paper copies to be left in reception for JH and PT who do not have access to email. AMM also offered to include the Pharmacy 1st Leaflet that had been discussed earlier in the meeting.

JH feedback to PPG members that she had 2 friends who were patients at the surgery who had told her that they did not like discussing medical problems with the receptionist team when contacting the surgery to arrange an appointment. AMM explained that the reception team are expected and trained to ask the nature of the problem when patients contacted the surgery not to be nosey but to make sure that all patients receive the most appropriate medical care from the most appropriate clinician at the right time. AMM explained that the training involves how they ask the question and that all that is required is a very brief description of the problem eg. Sudden Chest pain or on-going sore throat which allows the receptionist to offer an advanced booking if the medical issue is on-going or non-urgent or add them to the same day urgent appointment list ready for triage from a clinician. It was suggested by JH that maybe patients were not aware of why they are asked and that this should be explained by the receptionist. AMM agreed with this and confirmed she would remind the Patient services team of the importance of explaining this to patients as well as using the leaflets available in reception and a poster displayed on the wall next to the receptionist for patients unclear why we ask what is wrong. AMM also offered to give JH a handful of leaflets to give to her friends who had expressed concern. AMM also commented that equally the practice respects that sometimes a patient will not say and that this is noted on the message to the GP as ‘Personal’ but the difficulty here is that the GP can then not see how urgent the problem is and therefore cannot prioritise the call.

HK asked if he had a medical problem could he just turn up at the surgery and be seen. AMM confirmed that although appointments are pre-bookable if a patient attends the surgery as a walk-in with a urgent medical need the receptionist would contact the on-call GP to make arrangements to be seen. An on-call GP is always on-site or contactable for medical emergency whilst on any home visits.

PM asked if the practice had received any feedback from pharmacists since the introduction of Summary Care records. AM confirmed that the practice had received no feedback from pharmacies regarding Summary Care Records since its introduction.

MAX asked about other PPG members who were not in attendance today and who had not attended for some time. With regards to Kathryn Brain (KB) AMM explained that Kath had reduced her hours at the Charnwood and that she had other work commitments on Saturdays. It was therefore agreed that she would be removed from the members list and attend as a guest if she wished in the future. It was also agreed that Paul Houseman – Business Manager (PH) would also be removed from the PPG member list and attend on occasions as a guest speaker with specific information.

1. Agree Date of Next Meeting (ALL) – It was agreed that the next PPG meeting would be held on Saturday 6th May 2017. Venue: Dr Mawby’s room (E1) within The Charnwood Practice.

AMM also proposed that PPG members in attendance agreed provisional dates for the remaining meetings in 2017. This proposal was accepted and the following dates were agreed: Saturday 5th August 2017 and Saturday 4th November 2017.

**Meeting Closed**

**Action Log**

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| Ref. | Date | Action | Owner | Update | Status |
| 18/04/15-3 | 18 April 2015 | Staff biography detailing background and training. | PH / AMM |  | Ongoing |
| 12/11/16-1 | 12 November 2016 | Contact The Kendall’s & The Modi’s to check all Ok and give dates on next meeting | AMM |  | Complete |
| 04/02/17-1 | 04 February 2017 | Email details of City Hubs, The Pharmacy 1st Scheme & Why does the receptionist need to ask what us wrong with me? leaflet to MAX | AMM |  | Complete |
| 04/02/17-2 | 04 February 2017 | Leave paper copies of City Hub and The Pharmacy 1st Scheme & Why does the receptionist need to ask what us wrong with me? leaflet for JH & PT. | AMM |  | Complete |
| 04/02/17-3 | 04 February 2017 | Feedback to Patient Services Team the need to explain why we are asking the patient what is wrong when they contact the surgery. | AMM |  | Complete |