

Notes from Heath Lane Surgery Patient Participation Group

Held: Thursday 25th May 2017

1. **Present:** Roger Ellis (Chair), Jan Gregson, Matthew Hulbert, Ann Myatt, Margaret Stevens, Clare Taylor, Jackie Telford, Hazel Thomasson, Leanne Thomasson, Eunice Ward, Martin Strange, Jeanette Poole, Dr Sarah Holt.
2. **Apologies:** Wendy Edwards, Donna Macintyre, Ann Sowman.
3. **Welcome:** Roger welcomed our new member Martin Strange to the meeting; he also introduced guests: Mo Satter (Pharmacist), and Paul Rix (Regional Development Manager) from Wells Pharmacy.
4. **Matters Arising from the previous meeting** and not on the agenda. JP confirmed that e-mails are being sent to the correct, updated PPG distribution list.
5. **Well Pharmacy:** Paul Rix provided a synopsis of recent developments at the Pharmacy, these included establishing a stable staff team; refit of the premises; review of processes; and improved relationship with the GP Practice. He acknowledged the difficulties previously experienced by the Business and stressed the Company's desire to retrieve customers who had chosen to take prescriptions elsewhere. He understood that patient trust may have been eroded. He outlined 'Under New Management' publicity proposals. Feedback was invited. PPG members responded positively to the changes that had already been implemented. Mo Satter responded to questions which included:
 - ✚ **Recommendation of over-the-counter medication when these are cheaper than prescribed items.** Patients are frequently recommended to buy where preferable, but that certain limitations apply. Pharmacy team actively promote self-care.
 - ✚ **Pre-information when prescription can only be partially filled, in order to give the option of going elsewhere?** The 'picking' procedure had changed to allow this; items are picked and the patient is told what is missing. New re-ordering process minimises possibility of missing repeat items. Owing items for this Branch of Well Pharmacy is currently 1.2% of prescribed items.
 - ✚ **Questioning of repeat prescriptions** (some patients may tick every box when only some of the items are needed (especially relevant to those receiving pre-paid or free prescriptions). **Medicine use reviews** are carried out (patients are more likely to admit non-use to a Pharmacist than to a Doctor). New system being used in HLS whereby each repeat prescription item has a renewal date, intention to reduce stockpiling. Dr Holt confirmed that the Practice has to adhere to a **prescribing budget**; therefore incentive exists to prescribe accurately. MS provided anecdotal evidence of inadvertent misuse of prescribed medication.
 - ✚ **Saturday opening plans:** Not until the Surgery opens on a Saturday. MS described other processes, procedures and advice:

- ✚ **Disposing of waste medicines** brought back to Pharmacy described.
 - ✚ **Non-dispensed prescribed items**; mainly contraceptives, antibiotics, and other items which may have been prescribed and sent to the Pharmacy electronically after a telephone consultation. A system has been introduced where an HLS Receptionist periodically reviews these uncollected prescriptions and makes notes on patient records – the attempt being to eliminate wasted GP and Pharmacist time.
 - ✚ **Phasing out of paper prescriptions**; patients will be verbally asked what they need next time and this request will be sent to the Surgery electronically.
 - ✚ Well Pharmacy provides the **Flu Vaccination** – however MS stressed that the Pharmacy did not want to compete with HLS. In 2016 110 flu jabs were given.
 - ✚ **Smoking Cessation** advice provided by the Pharmacy.
 - ✚ **Emergency Hormonal Contraception** (morning after pill) could be given.
 - ✚ **Emergency Prescription Service** exists for those who have lost or forgotten medicines (e.g. when on holiday) on presentation of a repeat prescription slip. This service is not promoted and users have to pay.
 - ✚ **Drug addicts are supported** but there is NO needle exchange.
6. **Plans for Surgery Extension:** JP provided the current plans for an extension to the rear of the current building (extending out to the piece of land next to the conservatory). A Business Case had been submitted and responses were awaited. There is a known awareness of newts in the area but a full ecological survey will need to be carried out once the business case has approval. Funding was being made available from the *NHS Transformation Funding Budget*. Members questioned funding which may arise from the proposed housing development adjacent to the Surgery; this would generate *106 monies* which may fund future expansion, including an extended car park. Dr Holt explained why expansion was necessary: HLS is the largest Practice in the Locality, it is a Training Practice and from August 2017 will have four trainee GP's, one return-to-work GP, five Partners; two salaried GP's. With 14,500 patients in its catchment area, future flexibility needs to be built in to accommodate two large SUE building projects as well as smaller housing developments, which will bring more patients to the area.
7. **Haemodialysis Room Launch:** this innovative new facility was officially opened on 11th March 2017. The Practice was delighted to welcome a large representation from Leicester General Hospital (including James Burton renal consultant, Chief Nursing Officer and various other senior medical staff). BBC East Midlands Today attended and the Leicester Mercury reported generating welcome news coverage (*now available on the HLS website*). This facility has made a huge difference to the current patient user and his family; it is anticipated that a further two local dialysis patients will make use of the room in the near future. Members asked JP to pass on their appreciation to Susan Bates who had organised this highly successful event. CT reported that she had been asked to represent renal patients in planning the next stage of this type of local provision.

8. Main Notice Board Campaigns 2017:

- ✚ **Know Diabetes. Fight Diabetes** displayed during April; had been moved to the rear waiting room at the request of the Nurses. The Surgery is attempting to provide more input on Pre-Diabetes.
 - ✚ **Kidney Health** displayed throughout May to coincide with the launch of the Haemodialysis Room.
 - ✚ **Patient Participation Awareness** would be on display until mid-June to coincide with National PPG Awareness Week (5-9 June).
 - ✚ **Stay Safe in the Sun** being prepared for mid-June throughout July.
- Suggestions for future campaigns are welcomed.

9. Practice Updates:

9.1 Staff Changes:

Two new salaried GP's have been recruited: Dr Martin (starting in June); Dr Hewin (starting in August) both female.

Recently recruited Receptionist is retiring (due to unforeseen circumstances) position being advertised.

9.2 Telephone system feedback: telephone messages were as short as possible but standard recording has to be adhered to. If PPG members would like to obtain actual messages from other Surgeries which are more user-friendly than those at HLS this information would be welcomed and acted upon.
(Optional action PPG members).

9.3 On-line Services feedback: it was acknowledged that the need to come into the Surgery and provide ID in order to register could be frustrating, but this system was necessary due to Data Protection laws. Dr Holt raised the problems which could occur if data was not handled sensitively. Data input was questioned – it appears in certain cases the on-line information is being populated with incorrect immunisation data *(PPG member to liaise with JP).*

9.4 New ways of working: The 'Productive General Practice Initiative' had been very useful and, as a result, internal changes had been made to make efficiencies.

JP reported that from 1st April 2017 the start of the NHS's financial year several new schemes/initiatives were being offered, signed up to, and rolled out to patients. The practice would keep patients informed where necessary.

10. Any Other Business:

10.1 AGM (July): Roger Ellis reported that he would be stepping down as Chair after seven years (since the inception of this PPG) although he would remain a member of the Group. Members thanked him for his hard work and dedication in Chairing meetings and representing patients over this lengthy period.

10.2 PPG Awareness Week: A stall with 'Listening Box' at Woodlands Nurseries during the week beginning 5th June 2017; being organised by Roy Priestley, Chair of the PPG Locality Group. Members were encouraged to assist with this promotional event *(for more information contact CT).* Information display would be put up in main Waiting Room for the duration.

- 10.3 West Leicestershire PPG Network Meeting, 27th April 2017.** CT had attended on behalf of HLS PPG; she gave a brief verbal report as minutes of the meeting had been circulated by Ann Walsh earlier. The meeting focused on the financial aspects of 'Adapting and Transforming Services'; the new integrated urgent and primary care service in West Leicestershire provided by Derbyshire Health United; and Social Care in Leicestershire providing an overview of social care in the area and the collaboration between health and social care services. CT explained that these meetings are very interesting and a method of networking with other Practices; members were encouraged to attend. **Next Meeting: 12.15 - 27th July NSPCC Leicester**
- 10.4 Feedback from Locality PPG Meeting:** both MH and CT had attended this two-hour lunchtime meeting held at HLS on 6th April 2017. MH outlined an interesting development at Station View Surgery in Hinckley where their PPG meetings had been used as educational events, with specific speakers being arranged and patients being invited along (e.g. Diabetes, Muscular-Skeletal). This concept was discussed in relation to our PPG, with the idea of joint educational events (separate from PPG meetings) being organised in conjunction with Barwell and Holycroft PPG, perhaps three each year. No decision was made as to progressing this idea. **Next Meeting: 4th July 2017 (venue to be confirmed, normally 12.30)**
- 10.5 Men in Sheds Project:** Earl Shilton in Bloom was in the process of constructing a large shed at the rear of the parade of shops in the centre of Earl Shilton. The 'Men in Sheds' project is an international movement designed to improve the Mental Health and well-being of older men through using woodwork and other activities. An article on the benefits of 'Shedding' appeared in the British Medical Journal. Once this local initiative was complete information would be circulated to the Group and to GP's and other medical practitioners in the area. Useful article: www.communityimpactbucks.org.uk/data/files/Communities/men-in-sheds/Guide-Men-In-Sheds.pdf
- 10.6 Ear Syringing:** again Dr Holt gave a comprehensive explanation as to why this treatment had been discontinued. Alternatives were suggested.
- 10.7 Fundraising** was discussed, but it was noted that at the formation of this Group it was decided that fundraising was not a priority issue and that the group would focus on presenting patient views.

Next Meeting: Thursday 27th July 2017 at 6.30 in the Meeting Room HLS.