

PILNING PATIENT PARTICIPATION GROUP

Chair: Albert George

Date of meeting: 12th July 2016

Present: Jackie Sanders, June Reynolds, Sue Rogers, Ann Matthews, Sue Gibbons, Mike Gibbons, Mike Woodhouse, Anita Bush, Tony Croft, Dr Tim Mitchell, Richard Jones (Easter Compton resident), Hilary Witherbed

MINUTES

1) Apologies: Pamela Griffin, Robert Griffin, Linda Fraczyk, Julia Edwards, Celia Beale

2) Matters Arising:

- Patient Education Event: AB confirmed that there would hopefully be two respiratory nurses attending, one from Pilning and one from Montpelier.
- Appointment times overrunning: some receptionists are informing patients of any delays, but incoming calls, enquiries at the desk etc can be a distraction. This issue will be discussed at a meeting with receptionists in the next two weeks.

Action AB

- Minor Injuries: this service has been available for over three months now, and is being used regularly with no problems to report.
- Automatic door in waiting room: AB has obtained a price for replacing the existing door. Price for door + safety bits = £1,988 + vat. Electrical work = £175 + vat.

3) Open Surgery

AB reported that the tel-triage system is going extremely well; receptionist distributed F&F questionnaires to patients (amended to refer to tel-triage).

The feedback from 42 questionnaires was as follows:-

Total of patients **Extremely Likely** to recommend the service = 22

Total of patients **Likely** to recommend the service = 15

Total of patients **Neither likely or Unlikely** to recommend the service = 2

Total of patients **extremely Unlikely** to recommend the service = 2

Total of patients who **Don't Know** if they would recommend the service = 1

AB gave an example of the change in number of patients seen before and after the tell-triage service started.

The number for Open Surgery in March = 494

The number for Open Surgery in April = 444

Telephone triage service in May = 279 tel-triage calls, 169 triage appointments.

And for June = 287 tel-triage calls, with 182 triage appointments given.

She said this is a very significant difference in the a workload of the GP and that as a result, many more pre-bookable appointments were available.

When asked, AB reported that only four patients had left the practice as a result of the changes to open surgery.

TC asked if it was known how many patients had bypassed tel-triage and gone straight to A&E. Dr Mitchell said they hadn't had feedback to this effect; he also said that it was thought that patients were attending A&E at out-of-hours times rather than phoning 111.

AB said that most of the F&F responses were from younger patients and that the older range may not be fully understanding how the new service works. AB to write a short letter with more explanation, to be published in In View. **Action AB**

Richard Jones is a resident of Easter Compton; he wrote a letter that was published in the July edition of In View expressing his disappointment with the changes to open surgery; in this letter he made several contentious statements. Mr Jones was invited to a meeting with AB and AG for discussion, and invited to attend the July PPG meeting.

Prior to the group meeting, AG emailed Mr Jones a copy of the April minutes; Dr Mitchell had explained at the April meeting how the open surgery system was inefficient and unsustainable. Having read the minutes, Mr Jones expressed to Dr Mitchell and the group that, had he been fully aware of the reasons that open surgery was no longer viable, he would not have written the letter.

SG said that she had been a sceptic of the new service but that, having used it twice, she found it excellent. Those in the group who had used the service completely agreed.

Dr Mitchell reported that use of the e-consult was going very well; there have been 30+ e-consults to date.

4) Practice Update

AB reported that a new Health Care Assistant, Lynn, has been recruited, starting in August. She will be on duty every morning and one full day and is qualified to carry out ECGs, dressings, BPs, flu vaccinations etc. An additional Practice Nurse is starting in September giving us an additional 18 hrs/wk nursing time.

Dr Mitchell said that Montpelier were trying to recruit more GPs and that he would like to have two GPs on duty on Friday's, as these are usually busy days.

TC expressed the importance of seeing the same GP for a continuing medical condition, but that waiting time for an appointment with a specific GP could be lengthy. Dr Mitchell agreed and said this was something they are trying to improve. Dr Graham works just one day and isn't involved in triage.

5) Chairman's Forum

AG said he was concerned about how effectively this body works and that very little action comes from his input. He will attend a meeting of the Forum w/c 18th July and asked for any relative questions from group members to be emailed/phoned to him.

AG said that he and HW have attended several meetings of the OneCare Commission over the past year. Several initiatives from this body are being rolled out at GP practices over Bristol, North Somerset and South Glos but so far, only one - the e-consults, involve Pilning Surgery.

Therefore, it has been decided by Neil Higginson and AG that we will only resume attendance of the OneCare meetings when Pilning becomes more involved.

6) Fund Raising

The group have offered to try to raise money to purchase an automatic door for the waiting room; suggestions for fund raising were as follows:-

- Write to HELM (the developers of the current surgery) to see if they were willing to donate. **Action AG/HW**
- Contact local organisations in and around Western Approach Distribution Park. **Action AG/HW**
- JS asked if there was a Disability Fund available for South Glos. **Action AG**
- AB to ask Neil Higginson if there was any surgery money available. **Action AB**

TC asked if we are going to host another McMillan coffee morning following the success of the one last year. This may not work so well given that the waiting room is quieter since the introduction of tel-triage.

AB thought that a better opportunity may be to have the coffee morning on one of the flu vaccination days - possibly a Saturday morning. More information on this

to be sent when available. **Action AB/HW**

7) Friends & Family

AB has amended the original F&F questionnaire form to make it relevant to tel- triage. The receptionist hands them to patients & AB is receiving sufficient feedback.

8) AOB

- TC looks after our notice board; he reported that tradesmen's advertising cards were found pinned there. These are to be removed when seen by any of the group. **Action ALL**
- HW asked for ideas to advertise the September Asthma event. SG suggested asking Pilning Pharmacy to hand out an information leaflet when dispensing asthma related medication. Dr Mitchell suggested approaching the pharmacies in Asda and Morrisons also. **Action AG/HW**
- HW to contact the head teachers of local schools asking if they would promote the event, maybe sending a letter home to parents via pupils. **Action AG/HW**
- AB has agreed to print off letters for schools in surgery. She will also advertise the event on the website and on the Jayex hoard in the waiting room. **Action AB**

Strong action was taken after AB reported a distressing incident in surgery. Andrea, a Hungarian nurse from the Montpelier practice was working in Pilning. On the day after the EU Referendum, a patient asked her when she was "going home" - she was understandably very upset.

Dr Mitchell and Anita requested a written apology from this patient; Dr Mitchell said that had he not been satisfied that the apology was sincere, then that patient would have been removed from the Pilning Surgery list.

Dr Mitchell informed that the surgery are hoping to get WiFi.

He also said that the sale of books in the surgery is going well enough to sponsor a nurse training in Nepal. AB appealed for a small bookcase to house the donated books.

There have been problems with the drains near the car park - especially in the hot weather. Dr Mitchell said they are looking at having the system replaced, although this is likely to be very expensive.

Next meeting

Tuesday 11th October 2016 at 11am