

Minutes of Patient Participation Group
Market Street Medical Practice
Thursday 22nd February 2018 @ 6.30pm

Present; Sue Naylor (SN), Michelle Cowsill (MC), Karen Hadfield (KH), Joan Bottrill (JB), Nigel Bottrill (NB), Lynne Leach, Pamela Stewart, Howard Thompson

Apologies; Dr Onslow, Anne Mills (AM), Mel Smith, Catherine Mackay (CM) and Sheila MaClarnon.

Proceedings of the meeting were temporarily suspended so that Rachel Minshull from CancerCare could input to group information about the service now available, how to access, who available for etc. Rachel left the meeting @ 7.20pm

Minutes of last meeting - agreed as an accurate record.

Matters Arising;

1. New notice board/patient information

SN said she continues to develop new 'did you know' signs, including ones about costs of missed appointments etc.

2. Car Parking

SN/MC were to raise with Stephanie Jackson (SJ) and Carolyn Hodgson (CH) the possibility of all RH side of car park being made into disabled parking only. SJ had not had the opportunity to raise at a partners meeting as yet, but will do so. There was discussion about the policing of this, and it was agreed that this was not something that the practise could realistically do, that people parking where they shouldn't would still be a problem but it might ease the situation for those with mobility needs.

Action; SN will check with SJ that this is discussed at a partners meeting.

3. Listening Ear Initiative

MC has discussed with AO. MC explained that the process was not as simple as first thought as there would be all sorts of 'hoops' to jump through, but AO is still looking at it.

4. Prescriptions

The audit has not been done yet as SN had been off work for a while. This will be picked up as soon as she is back to normal working.

Action; SN and BT to sort asap.

5. MC informed group that AO had not received the letter KH had been asked to write following her experiences obtaining prescriptions, which AO wanted to flag to the partners. The 2 members of staff she had specifically praised had not had that passed to them. Agreed this was not acceptable and that SN would discuss with SJ

Action; SN to discuss with SJ.

6. With regard to problems with some receptionists not knowing how to deal with certain prescription requests, and holes in some processes, it has been agreed that SN will work with the medicines managers to develop protocols for these, and then time will be given in a PLT session to go through them with all receptionists. Those who miss the training will be followed up individually. Receptionists have also had additional training on dealing with conflict/difficult situations and being over familiar with patients has also been raised.

Action; SN to meet with meds managers to develop protocols.

7. With reference to the observation that some receptionists obviously do not like being on reception, this has been taken on board and CH has discussed with Nicola Lacey to make adjustments to the rota accordingly. The changes have already started.

8. Members concerns about the lack of management presence at the meetings had been discussed with AO, CH and SJ. General consensus was that where suggestions from the PPG were not acted on, this was to do with all partners not agreeing the way forward, which was a necessity for anything to happen. It was felt there would be no difference in process if senior managers attended, since certain matters had to be taken to them. JB asked whether the partners appreciated the efforts of the PPG. SN responded that she couldn't speak for everyone, but AO, SJ and CH certainly do. During the discussion that followed, HT said that any suggestions put forward by the group should be realistic and doable, some suggestions eg to revamp the car park completely were most likely to be met with rejection, whereas the current suggestion was felt to be realistic and easily achievable.

Practise Update

- i) SN informed meeting that the practise was now using IPlato and answered questions about the system. It was asked whether this system ties in with online access. SN to check
Action; SN to check whether online access and texting service are linked.
- ii) SN informed group about the work AO is doing with young people around mental health in conjunction with Dowdales
- iii) Angela (one of our practise nurses) is taking the lead on developing a new dressings clinic for the primary care network we are part of.

Members Update

HT asked why surgery number was withheld when the surgery is making outgoing calls. SN said she had realised this was happening again and had meant to mention it. She will discuss with SJ

Action; SN to inform SJ that the surgery number is withheld again and get it sorted.

LL informed group about her recent experience with secondary care which had left her distressed, angry and confused. She felt her healing had not started until her care was transferred to the surgery, namely to Angela and Kay. In the context of this, she felt the new texting service was good because after her appointment she was sent a text asking for feedback which she was able to give easily – which she felt to be a vast improvement on the previous system.

NB raised concerns about the processing of scripts from Ulverston Boots, still not being processed in due time. There was discussion about the problems as Boots fax their requests, and we have no idea whether a fax has been sent to us. SN said it was down to them to sort a more robust process. Some discussion about access to other pharmacies, and the advantage of going to Lloyds in Dalton, as they are across the road and it is much easier to sort things. SN gave the example of processing a script request from Ulverston on a Friday afternoon, which could not be sent electronically. If necessary we can go over to the pharmacy to make sure it is there for the patient – we cannot do that for Ulverston.

PS discussed the problems she has been having with scripts since signing up with Lloyds for them to order on her behalf. SN suggested she needed to go and discuss with them, suggesting she talk to Vince (the manager) if she felt she wasn't getting sorted.

AOB

There was no AOB

Meeting closed at 8.35pm.

Date of next meeting Thursday April 12th @ 6.30pm