

LONG BENNINGTON MEDICAL CENTRE

Tuesday 26 November 2019
6pm until 7pm

PATIENT PARTICIPATION GROUP (PPG) MEETING MINUTES

1. Welcome & introductions

- GP and staff members present – Dr Montague (GP Partner), Alison Lowerson (Practice Manager), Karen (Deputy Practice Manager), Rayona (Reception Supervisor), Nicky (Clinical Pharmacist).
- We have just over 6,000 registered patients and cover 28 villages between Newark & Grantham. Just over a third live in Long Bennington.
- Attendees were asked to complete the patient questionnaires.
- Any questions would be addressed at the end of the meeting.

2. Healthwatch Lincolnshire

- Oonagh Quinn from Healthwatch Lincolnshire gave a short presentation to explain that they are an independent organisation who monitors the needs, experiences and concerns of people who use health and social care services.
- She explained the work that patients can do on behalf of their practice and also about their Primary Care services pack.

3. New Practice staff roles

- Nicola (Care Co-ordinator) will be joining us in the New Year – Primary Care Practice Coordinators provide support to general practices, to enhance and improve proactive care, prevention and self-care for patients including at risk groups and those with long term conditions. Her role as a primary point of contact will identify patients who are at high risk for certain diseases, encourage patient participation with their chronic conditions, help patients with complex health issues reach their health goals, provide a personalised, comprehensive care plan to assist
- Nicky (Clinical Pharmacist) is our new Clinical pharmacist who joined us in August 2019. She is employed by the Federation and works with us every Tuesday and Friday. She is a highly qualified professional in medicine and can help people in a range of ways. This includes carrying out structured medication reviews for patients with on-going health problems and improving patient safety, outcomes and value through a person-centred approach.

About clinical pharmacists

- i. Clinical pharmacists work as part of the general practice team to improve value and outcomes from medicines and consult with and treat patients directly. This includes providing extra help to manage long-term conditions, advice for those on multiple medicines and better access to health checks. The role is pivotal to improving the quality of care and ensuring patient safety.
- ii. Having clinical pharmacists in GP practices means that GPs can focus their skills where they are most needed, for example on diagnosing and treating patients with more complex conditions. This helps GPs to manage the

demands on their time. We have a patient leaflet available – ‘What is a Clinical Pharmacist?’

4. Appointments & access

- We have been GP-led for many years & we have lots of positive feedback about our open surgery. Over time the number of patients has increased a little but the demand has increased substantially.
- We have been monitoring our waiting times and know that these have increased a great deal over the last few months – waiting time can be at least 3 weeks for a routine appointment with a GP
- We will be reviewing our appointment system in the next few weeks to improve access for patients.
- We do want to keep open surgery, but realise we will have to make some changes to it to meet the needs of our patients.
- Extended Access appts with a GP or Practice Nurse are available here on Tuesday evenings, and at local Practices in the evenings and weekends. Just ask the reception when you book.
- All GP Practices will be offering e-consultations by March 2021.

5. How to get involved

- PPGs are usually a small group of patients and staff from a GP practice (or group of practices) who meet regularly to discuss issues relating to their surgery and the services provided to patients. This has previously been done face to face but we would also like to explore the opportunity to communicate regularly with our patients through social media to reach a wider group.
- Please complete the patient questionnaires and put in the box on reception.

6. Open discussion & questions

- Suggestions and comments that patients made during the meeting:
 - i. Q: Could the Practice try to find out whether the text message service could utilise a facility whereby patients can click on a link to cancel their appointment and try to reduce DNA's?
A: The Practice could look into this and review the technology available.
 - ii. Q: Could the Practice look at having a separate cancellation line available for patients to ring?
A: The Practice could look into this and ensure that we had the resources to regularly monitor this throughout the day. Patients who are registered for online services can cancel an appointment they have booked online.
 - iii. Q: Could the Practice publish a weekly GP rota on the website, Facebook and in the practice for patients to be able to see which GP is on open surgery that week?
A: The Practice appreciates that whilst this would enable patients to book an appointment with a GP of choice on a day appropriate to them, it would be very difficult to update and publish this on a weekly basis.

- iv. Q: When patients are sent a text reminder could the Practice consider utilising a system whereby they are advised to click on a link to confirm that they will attend otherwise the appointment will be cancelled?
A: The Practice would be concerned that in error appointments may be cancelled when they had every intention of attending. Also, if someone inadvertently cancelled an appointment on behalf of the patient this could pose a clinical risk.
- v. Q: Could the Practice put the Clinical Pharmacist appointments online in order for patients to be able to book themselves.
A: The Clinical Pharmacist currently has limited availability during the 2 days per week she is in the Practice, but as this role develops we will review the possibility of online bookable appointments for medication reviews.
- vi. Q; Could the Practice charge patients when they don't turn up for an appointment?
A: The GP contract does not allow Practices to charge patients for missed appointments. However, we regularly review the number of Did Not Attends (DNAs) and contact those patients who frequently DNA to try to find out why and encourage them to cancel an appointment if they can't make it or no longer need it.
- vii. We could promote the Practice and health campaigns etc. in the Village Link.
- viii. We could utilise the Long Bennington Community Facebook page to advertise campaigns and Practice news etc.
- ix. Try to ensure that Practice staff don't withhold the number when telephoning patients who have requested not to, especially for patients who are concerned about cold callers and spam calls.
- x. Promote the Clinical Pharmacist role to the wider community.
- xi. Future PPG meetings would be held quarterly, two per year in the daytime and two per year in the evening, so that a wider group of patients might be able to come along. Dates to be confirmed for 2020.

How to keep up to date with Practice news:

Website

www.longbenningtonmedicalcentre.nhs.uk

Please sign up to receive our newsletters by clicking on the Online Services page and selecting 'Sign up for our Practice Newsletter'.

Facebook



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