

Old Bridge Surgery



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Patient Participation Group

Minutes of meeting: 25th July 2017

Present: Chris Roy (Chair), Murray Collings, Pauline Major, Kate Copping, Mary Talbot, David Welch
Mark Allen and Dr J Kodde representing the practice
Ali Reynolds - Admin for the practice

Not Present: Steve Bird, David Pengelly

Apologies: None for this meeting

David Welch apologised for not attending last months' meeting.

Chris Roy opened the meeting and welcomed everybody.

1. Minutes of previous meeting (13th June 2017)

Mary brought up an error that she had noticed from the minutes of the last meeting. She had in fact said that she could canvas for getting patients to use the online prescription service not canvas for new members for the group as was stated in the minutes.

The minutes of the last meeting were then agreed and signed off.

2. Matters arising

Chris has been in contact with both Looe Academy Primary and Looe Community Academy schools but has not yet heard back from Looe Academy Primary but somebody from Looe Community Academy has shown an interest in joining the group and he will chase this up as he hasn't heard anything more.

Chris will still consider pitching to Looe Lions Club and the Looe U3A.

Chris has handed in the posters for the waiting rooms advertising for new members for the group and these are now available to be put up.

Chris discussed having a new email address just for the use of the PPG. Mark explained that the problem was that automatic forwarding of emails does not work when sending to a non-NHS email address so possibly Chris could have the password for the NHS email address but this will need further discussion.

3. Progress to date

Chris has been making badges for volunteers and Pauline has already had hers as she has been helping out in the foyer with the booking-in machine already. Mark thanked Pauline for her help so far in this.

Pauline told the group about her time helping patients with the booking-in machine and said that she came in at 8.30am on a Friday although it wasn't as busy as she had thought it would be. She said it was difficult to know who was coming in for an appointment and who was coming in for other reasons but she did manage to help a few.

She spoke to five patients of various ages who had previously used the booking-in machine. Only two of them used the booking-in machine whilst she was there and the other three went straight to queue in the waiting room and when she asked them why they said "normally they would use it but because they were running late they didn't think the appointment would be available to book into on the machine now". Mark informed the group that he would look into this.

One gentleman she spoke to said he "didn't want to use the machine because he didn't want to put the girls in reception out of a job!"

Pauline's husband looked at the machine and noticed that he couldn't really see it at the angle it was so he did move it slightly and felt that the new angle would be beneficial to all patients whether short or tall.

Pauline also said that one of the problems was that patients felt the screen was quite difficult to use i.e. when entering your DOB they were automatically pressing the numbers as you would on a phone e.g. pressing the number 2 when trying to enter your DOB as the 22nd but finding that it then goes straight to the month. The machine actually has the numbers in full on the screen but it is automatic to press single digits like you would on a phone/keyboard.

Three patients that Pauline spoke to thought the machine was only for use if your appointment was upstairs and that the signs above it are very confusing. She would like to have more sessions helping out on the booking-in machine and would also like to have some time helping with the BP machine in the waiting room.

Mary stated that whilst she was in the waiting room the other day that patients who come out from seeing a GP or a nurse start to queue at reception along to the opposite way which causes problems and she found it quite intolerable.

Pauline is going to speak to the receptionists to see when their busier times are so that she can come in at those times to help.

Mary has been in contact with the head teacher of Pelynt school and they put in their newsletter an article about canvassing for new members for the group but she didn't hear back from them so has been in contact again and they are going to put it in their next newsletter too. She also informed the group that Pelynt school and Pelynt nursery are now joined.

Mary said that herself and Kate had spoken to people at a coffee morning about the repeat prescription system in Pelynt and they both felt that it would be sensible for them to have some registration forms that they could physically give to people when they speak to them. They did find that the older patients were quite resistant to change but felt that this would be a beneficial service for them especially in the winter months.

Mary also said that a neighbour of hers asked her to collect her medication for her and said that normally she would phone to request her medication. Mary said that she didn't think this was possible anymore and Mark said he would speak to the dispensers about this. However, although NHS England discourage non-clinical staff from taking prescription requests over the phone due to the risk of errors, the staff at Pelynt are trained dispensers so the circumstances are different. Mark also said that there are approximately 1000 dispensing patients in Pelynt so the option is available to them to ring Pelynt surgery for this.

Apparently the practice leaflet states that telephoning for a prescription request is not allowed so Dr Kodde will discuss this with the dispensers.

Pauline mentioned that in the past she has telephoned the surgery as she hadn't physically been able to get to the surgery and that the prescription was done for her although this was probably an exception to the rule. Dr Kodde explained that in this case the request would go via the Duty Doctor.

Kate stated that only about three people that she has spoken to know about the online prescription service and that as they are capable of walking to the surgery they are quite happy to carry on doing so. Mary said that this could well be different in the winter months and that they will try to encourage people to use it.

It was agreed that screenshots of the online prescription service could be printed out using a test patient so that they could show people how the system works or see if Microtest have something that could be used and Mark will let Mary know in the next week or so if this is possible.

Mary and Kate have both had feedback from patients regarding the Pelynt waiting room. Patients are saying that it is lovely and clean and fit for purpose but regret that there are no comfortable, high backed fabric armchairs in there now and that it can be a struggle for some patients. The lack of privacy was also mentioned as when speaking to the receptionist at the reception desk the people in the waiting room can hear your conversation. Mark stated that patients can go to the stable door if more privacy is required and reception staff will be reminded of this.

Kate mentioned that comment box and asked if this gets used. Mark informed the group that we do get some feedback from the comment boxes and we also have the Friends & Family Test which is a national test and these do get discussed. He also mentioned that we have a text service prompting patients to respond to the "Friends and Family Test".

4. Practice Leaflet

Mark informed the group that the new leaflet has now been published and is available to patients in the waiting rooms of the surgeries. Mary asked if there would be a review date for these leaflets and Mark confirmed that there would be as new staff would need to be added and there are often updates needed. David asked if maybe the group members could distribute the leaflets but it was felt that this probably wouldn't be the best idea and that the leaflets are available to patients who are in the surgery and hopefully the new website will be available soon and patients can use this too.

It was agreed though that members could all have a leaflet each to show people when speaking to them and they can get these from the waiting rooms of the surgeries.

5. Practice Website

Mark showed the group the website on the screen and explained that this was the first draft and it wasn't yet finalised. Mark will send a link to the test website to all members and would appreciate any feedback/suggestions/ideas regarding it.

Mark went through the different areas of the website and explained how to use the different options.

The group were asked to let Mark know if they could think of any other useful contacts that could be added to the website. Mark explained that he would like the website to have links to all NHS and health charities and resources available to patients. The group discussed having private services linked to the website but Mark explained that the surgery did not want to advertise/endorse private resources and look to be favouring certain ones.

Pauline asked if there was a way of adding a link to a registered national body for dentists etc rather than not having details of private resources. Mark felt this could probably be done.

Murray mentioned that ACHE was not mentioned on the website and felt that it should be which was agreed. Chris will speak to Murray about ACHE.

The PPG tab of the website was discussed. As the minutes of these meetings will be available to all patients Mark asked the group if they would have a problem with their names being on the minutes and the group felt that it would be best if their names were on it as it might encourage people to join if they already know a member. Members not at the meeting tonight will be asked if they object and anyone who does object is to let Mark know within the next two weeks.

Chris asked if this meant the minutes from the meeting would not be uploaded until after the next meeting as they would need to be agreed by the group prior to being put on the website and it was agreed that this would be the case.

It was decided that the PPG email should be available on the website.

It was agreed that if anyone had any feedback regarding the website that it be given to Mark within the next three weeks although Mary did have concerns over the deadlines in that if they are busy with other things they might miss the deadlines but Mark informed her that the surgery is always open to suggestions at any time and Chris said that deadlines are needed to ensure things are done. Dr Kodde agreed that if there weren't deadlines things tend not to be done.

6. Group membership and communications

Mark asked the group how they would like to correspond with each other regarding PPG issues. Murray said that the group should correspond as a group and members felt happy to let other members know their email addresses and telephone numbers etc. Members not at the meeting tonight are asked to let Mark know, within the next three weeks, if they are not happy to share their contact details with the group.

7. Members areas of interest

David informed the group that he had been on a defibrillator training course recently and he is aware that there is only 1 in East Looe which is in the fish market but is out-of-date and that there are 2 in West Looe and 1 at the barbican. He felt that this should be in the website somewhere so that people know where they are located and also that maybe posters could be made for the waiting rooms to let patients know where they are.

David informed the group that work is starting on the mariner's garden next week and was wondering what affect if any this would have on the surgery. Mark confirmed that this work would not affect the surgery at all.

Murray announced to the group that he sadly will be resigning from the PPG. He has found that he is not able to hear sufficiently now and feels that he cannot continue in the group. Mark thanked him for his years of continued help and everyone wished him well.

Chris thanked Murray also and arranged that he will still speak to him regarding ACHE as mentioned above.

Steve Bird: Areas of interest – Steve emailed this to Mark for the groups information:

I have previously helped deliver a project with the Department of Health, Disability Cornwall and Cornwall Adult Care and Support to improve independent living within Devon and Cornwall. I have had Diabetes type one for over 40 years, a spinal injury for 16 years and have recently gained intimate knowledge of a stoma! These have all given me an interest in disability issues and general inclusion within society with which I have a great empathy. I would like to try and make the patients' journey easier and less stressful! I am keen to get the self-check-in process accepted and utilised in Looe and will assist where possible.

8. Any Other Business

David stated that he was going to speak to Looe town council regarding the use of the patient's car park during these meetings.

Chris asked the group that if they meet someone who is interested in joining the group to invite them to register their interest.

Date of next meeting: Tuesday 17th October 2017 at 6.15pm

Chris Roy closed the meeting with agreement that the minutes will be circulated in about a weeks' time.