

ST LUKE'S & BOTLEY SURGERY PATIENTS PARTICIPATION GROUP (PPG)

A record of decisions and actions to be taken from the St Luke's & Botley Surgery PPG held on May 25th at St Luke's Surgery

Item	Subject
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1.0 Welcome & Apologies

Teresa Griffin welcomed and thanked everyone for attending.

Present:

Teresa Griffin (Chair)
Bronia Hallum (Practice Manager)
Jaggy Khela (Practice Pharmacist)
Dudley Parker
Maggie Parker
Angela Brombley
Joanne Taylor (Dep Chair)
Pauline Mathews (Treasurer)
Jeni Fletche
Jenny Little

Apologies:

Diane Slater
Karenza Slater
Barry Griffin
Christine Robinson
Carol Duncan (Secretary)

In attendance: Rosie Parker,
Integrated Community Head Lead

Minutes taken by:
Jo Taylor & Teresa Griffin

Changes in membership:

Sarah Taylor has resigned from PPG

2.0 Minutes of meeting March 2017

Amendment: '7.0 Standing Items', change to "PPG/Surgery Newsletter will be produced 4-6 weekly.
Minutes approved with amendment

3.0 Matters Arising:

- Taxi's used as ambulances update: Taxis used as Hospital Patient Transport in other surgeries, but not used in this surgery
No further details. To remove from future matters arising unless additional information presented.
- Project update – item 6

4.0 Community Service provision for the Housebound

Rosie Parker, Integrated Community Lead, Southern Parishes Integrated Care Team gave a very interesting presentation. (This presentation will be circulated when available)

Rosie has a background in district nursing. The aim of their service is to have a patient-centred approach, with one referral to all of the relevant services so that the services are organised around the

Item	Subject
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patient, eliminating repetition. The service covers five surgeries: West End, St Luke's and Botley, Hedge End Medical Centre, Bursledon, and Blackthorn. There are many barriers to providing an efficient service, including size of area, daily traffic congestion, staffing difficulties, and a patient base affected by a variety of conditions.

Rosie is the Integrated Community Lead, but tends to tell patients that she is the 'Community Matron' as it is more user friendly. She heads a team including; Older Persons Mental Health Nurses, Physiotherapists, Occupational Therapists, Associate Practitioners, Healthcare Support Workers, and Phlebotomy Nurses. The team have regular meetings which feed into other healthcare professionals, e.g. GP surgeries. Calls come into the team via a central system and are then triaged.

Staff sickness and recruitment for this service has historically been an issue, which has had a knock-on effect to provision of services. However recent recruitment means almost all positions are now filled. There is a shortage of registered nurses across the board therefore additional training has been given to Band 3 health care support workers to enable them to undertake tasks traditionally done by trained nurses. This initiative has been a great benefit to the wider team.

The team are using a data system called RiO, which enables the capture of data relating to the type of home visit, number of visits, minutes taken per visit. For example there were:

- 254 patient home visits in March for Phlebotomy. A dedicated Phlebotomy Service was discussed. Rosie thought this would be useful as the current system can be a waste of nurse resources, however if a dedicated Phlebotomy team member were to be off sick this would be detrimental;
- 521 patient home visits in March for wound care. Ideally patients would instead come to the clinic for this service. This would offer many benefits including: avoiding the knock-on effects of nurses getting stuck in traffic; patients exposed to social interaction at the centres, which helps the general well-being of the patient which in turn helps them heal quicker.

Collation of data will facilitate effective development of the service

PPG members were asked if they would be willing to take part in 'Peer Reviews' of other community services.

Action: Anyone interested please email

whccq.stlukessurgery@nhs.net stating for the attention of Teresa Griffin, PPG Chair or leave a note of interest for the attention of Teresa Griffin, PPG Chair at reception with your contact details.

The PPG would like to thank Rosie for attending the PPG and giving her presentation which was of great interest.

5.0 Queries raised by patients:

Re text message reminders: Can sign up for them at reception.

Item	Subject
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Actions: Another promotion of the service by reception staff. (BH)
Notice about text service at reception (BH)
Put in Newsletter (BH)

Re missed appointments: Explored the possibility of comparing % of DNAs against other surgeries. Currently not viable with current data collated by surgeries as too many variables.

Re Minor Injuries Poster:

Action: Poster to be amended to make it clearer what is available. (BH)

5 practices currently looking at options of working collaboratively to develop & improve 'walk in' services locally.

Re booking of appointments: Capacity of appointments remains an issue. Protected time now available for the 2 partners for admin time. Current booking system will remain the same until this situation improves. Suggestion made that when no routine appointments left that an appropriate answerphone message is activated which will save time for both staff & patients.

Action: BH will action this.

Re number of appointments that can be arranged online at any one time: This cannot be changed as was set up when the system was installed. Booking by patients under 16 still not available as there are issues with children/parents accessing their notes.

Action: BH will check with reception staff number of patients who have issues with booking multiple appointments at once.

6.0 Project Update:

Jaggy Khela, Practice Pharmacist gave an update on 3 projects he is managing

Batch Prescription Project:

The batch prescription service has had a good response. 130 patients have now moved to this system. Significant sign up has come from the information about the service that has been inserted on repeat prescriptions. Jaggy has recently had a 'feedback' session with 3 out of the 5 pharmacies providing the service, which proved very successful. Several suggestions were made by the pharmacists to improve the process which have since been implemented. Jaggy will be seeking out feedback from the other 2 pharmacies who were unable to send representation. Reviews of prescriptions will be undertaken around the patient's birthday.

Anti-Coagulant Clinic

There have been a few technical issues & some staff still require training which has delayed the start of this clinic. Should go live mid-summer. This clinic will only be available to mobile patients.

Dementia Project:

Working towards a 'dementia friendly' surgery. Funding and centralised support for this project ceases in June, therefore the focus has been around getting staff trained. Majority of the staff have now attended training. Going forward representation from the PPG need to be involved to walk around the surgery buildings, utilising documentation produced by the Kings Fund, to benchmark what is in place & what still needs to be done for the surgery to get ISPACE accreditation.

Action: JK will talk to Carol Trotter, who has received dementia training how this can be taken forward. Ideally a patient with dementia should participate in the assessment

7.0 Website:

Action: PPG members to look at website and feedback (All)

Newsletter:

Item	Subject
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Action: Update on merger to be included in all Newsletters (BH)

Living Well business partner to attend future PPG meeting (BH)

PPG Board: Thanks to JT for keeping boards current.

Appointments update: Capacity still limited.

Patient Feedback: Complaints reduced in number, still mainly around lack of appointments

Staff Changes update:

New appointments:

Annie Jones has been appointed as a full time Advanced Nurse Practitioner. Interviews currently being undertaken for a 3rd ANNP.

Rachel Perrin joined the surgery at the end of April as a full time Practice Nurse

New admin members of the team:

Kim has been recruited into the admin team

Lara has been recruited to the reception team.

Melanie has been recruited to a split role between reception and secretarial duties.

Retirement:

Julie in reception will be retiring at the end of June. The team are currently recruiting to replace.

Leaving:

ANNP Tammy is leaving in June for a job in Winchester. The surgery are hoping that Tammy will do some locum work at the surgery until her new job commences.

8.0 Next Meeting

The next meeting will be held on July 27th 2017 at 19.00 hours at St Luke's surgery.

Meeting closed at 20.45