

## **SULLIVAN WAY SURGERY**

**PATIENT PARTICIPATION GROUP MEETING WEDNESDAY  
16<sup>th</sup> MARCH at 3.00 PM**

**APOLOGIES: Kath Banks**

**Attended by:-**

**Rita McNally, Mabel Cowan, Carol Johnson, Gerald Fairhurst, Valerie Kewley,  
Dr MacMillan, Dr Vernon, Elaine Sharples (Practice Manager)**

**Amendment to minutes of last meeting, apologies received from Gerald Fairhurst  
and Carol Johnson.**

### **AGENDA**

#### Welcome and introductions

Everyone was welcomed to the meeting.

#### G P Trainees in the practice

Dr Vernon updated everyone on our new GP Trainee Dr Stephanie Jopson, who will be here until August. She works half of the week in the practice and the other half at the Hospice. We will have a full time GP Trainee from August – Dr Ansar Zaman.

#### On line access from April 2016

Elaine updated the members on information requirements by the practice regarding on line access. As well as being able to make appointments and order repeat medication, from April it will be possible to view consultations, vaccinations, immunisations, and test results. Patients are required to bring in their I.D. and need to sign a consent form. Doctors will check the records in the first instance. Carol volunteered to look at her medical record if Elaine could switch on the access, to see what can be viewed.

In addition from April it is a requirement from April for new patients to be asked if they have any communication issues, such as needing information in braille, large fonts, or an interpreter. This will be cascaded to all patients to ensure anyone with communication issues can have the information produced at the practice. Dr MacMillan felt that sometimes it is better not to have an interpreter as she has experienced difficulties in interpretation by them and the patient, and that it is better for the patient to bring someone with them. Information is available in the waiting room regarding this service.

#### Home Warfarin monitoring

The service is going well. Quite a few patients had signed up for this service. If anyone is interested in doing home warfarin monitoring please contact the practice to arrange a referral. This then generates a one off appointment at one of four practices to be shown

how to use the equipment then the patient checks the blood at home when instructed and rings the results through to the team who instructs them on how much warfarin to take.

### Staffing

New receptionist Vanessa started on Monday this week.

Sue one of our practice nurses is reducing her hours from April. A change of skill mix has taken place and the practice is employing a Health Care Assistant – Chrissy -from April.

### Action Plan for this year

Discussion on the plan and what was agreed for last year and implemented. Main item last year was the appointment system which has been changed to offering appointments a week in advance and on the day, with patients being able to have a telephone consultation if required. This has been well received.

Areas for this years were agreed as:-

New premises development. The practice is still in urgent need of new premises so as to offer more services and have more availability for clinical staff.

Access – as previously mentioned. Any issues will be discussed during the year.

INR warfarin testing – as previously mentioned.

The document was agreed and Carol signed it on behalf of the PPG.

### Locality PPG meetings

Mabel brought along minutes of the last Borough Wide PPG meeting held in January. Some of the points were discussed. She is unable to attend these meetings due to other commitments. Carol has volunteered to attend. This takes place every two months at Boston House.

### Any Other Business

Electronic prescribing. The practice had commenced electronic prescribing from 8<sup>th</sup> March. Whilst this freed up some time with not having to print all the prescriptions each day and the doctor signing them, it still meant more time for the doctor to sit in front of the computer checking and sending the prescriptions, which isolated the doctors more. In addition Dr MacMillan explained that each time she changed from one patient to another or went into the “global” prescribing box the GP had to enter their passcode in from their smart card which was very time consuming.

Friends and Family results have been discussed during the year. The practice has received some good feedback and nice comments. Thank you.

Carers Centre had attended in year. Elaine and one of the practice nurses Lesley had attended a meeting as part of the primary care standards with the Carers Centre. As a result this year carers are offered a health check and flu vaccination. The practice will help carers in signposting them to the support that may need via the Cares Centre.

111 service – Val had experienced problems accessing the 111 service and how was it supposed to work. She needed to contact them a while ago but not get through. The 111 service was explained by Dr MacMillan that it was not the practice who set up this service. It was also thought that if patients cannot get through to this service they would go to A&E, which defeats the object of the service.

Carol asked if anyone was aware of a new mental health/dementia facility being built in Leigh, but no-one was aware of this. It was felt to be a good thing as mental health services were in need of more support. It was suggested to invite someone from the Mental Health team to speak to the group at the next meeting if it can be arranged.

Date and time of next meeting – to be arranged