Arden Medical Centre

PPG Meeting 3 December 2019 @ 7pm

Minutes

Attendees: P Taylor, A Curtis, C Jukes, J Gates, G Hughes, R Birkin, I Shefik, P Turle, S Johnson, C Sewell, JA Jolley, L Barnsley

Apologies: C Linfield

1. Welcome

5 new patients, welcome to the PPG

1. Minutes of last meeting – agreed a true and correct record.
2. No business arising
3. Practice News Phlebotomist vacancy – from 1st April adult phlebotomy will be done in-house for all routine GP requested bloods. Vacancy will include 6-8 hours of phlebotomy (5 minute appointments) and 4-8 hours of admin/reception cover.

Extra GP clinic capacity and additional GP Trainee. We currently have one FY2/GPST at a time, but from February will have 2. This will allow us to offer more doctor appointments, and also help to develop the next generation of GPs. Three out of four GP Partners are trained as Trainers and will supervise these junior doctors.

Room capacity – to allow for both the additional doctors, and the phlebotomy clinics – we have given notice to the IAPT clinicians who were using a room on a Monday and Thursday. We will also ask the midwife to see patients on a Thursday afternoon instead of a Thursday morning.

BSOL App – this is a new App developed by Birmingham and Solihull CCG which will enable patients to book appointments, view their records and request medication. This is already available via our clinical system – SystmOne, but there will be enhanced benefits such as being able to put in symptoms and receive signposting to appropriate appointments / pharmacist etc, and also ability to book hub appointments at Knowle surgery in the evening and weekends. We have enabled the functionality for this, but are not publicising until the signup process in aligned with the NHS England App, hopefully by the end of February.

PCN – Primary Care Network (Arden, Dorridge, Hampton, Balsall Common) – working together to recruit a Social Prescriber – someone who can support patients with issues which are not medical – such as loneliness, isolation, debt support, carer support, housing, etc.

1. Handouts provided with patient survey information. National survey is done by independent company and surveys are sent to patient’s houses - comparison with survey results nationally is positive for Arden with some areas improving further in 2019 from 2018. We also ran our own in house survey during flu clinics and these results are very positive. Comments and suggestions provided also. Suggest add this item to next meeting to allow for all to read the information.

PPG members feel that reception are very helpful, and text reminders are excellent. JAJ clarified that patients being able to book on-line does not stop patients from being offered these appointments when they telephone in, but does help to fee up reception time to answer the phone to those who can’t / choose not to book on-line. Incentive to book on-line is the limited appointments made available a week in advance. Appointments can only be booked 2 days ahead via phone or in person.

PPG members interested in how they can help encourage patients to use the on-line system. Suggestion to better utilise the television in the waiting room with ‘how to’ videos etc. JAJ will look in to this.

1. Flu clinics have gone well; we have vaccinated a high percentage of our target population of over 65 year olds and those patients ‘at risk’ – such as diabetics, severe asthma, COPD, Stroke, CKD, pregnant. We are also encouraging patients who are unpaid carers to be vaccinated. The Practice is achieving a better uptake than the CCG and the national average for the over 65s and the at risk groups, however is a little below on pregnant patients, and 2 & 3 year olds.

The reason for the issue with 2 & 3 year olds is the supply of the vaccine, which has been a national issue, but has now been rectified so we are calling all remaining patients in.

1. Christmas raffle has raised over £400 so far. Plan to buy 2 x BP monitors and 2 x Sats monitors – at a cost of £120. We agreed to give half the proceeds to Marie Curie.
2. AOB – Marie Curie are looking to share what they do and the services they provide, JAJ would welcome them getting in touch and would be happy to put details of their services on TV in waiting room, or for them to attend on a flu Saturday .
3. Dates of Next Meetings:

Tuesdays 10th March, 9th June, 8th September, 8th December