St Luke’s Primary Care Centre – Patient Participation Group

Minutes of Meeting held on 23rd November 2016

 Present: Moira Chapman (Chairperson) (MC)

 Kath Bottwood (Secretary) (KB)

 Geoff Beedell (GB)

 Pauline Robinson (PR)

 Wendy Abel (WA)

 Alison Pound (Practice Manager) (AP)

 Tony Taylor (Visitor/Observer from The Pines PPG)

1. **Apologies and Welcome**

Apologies were received from Ray Chapman.

1. **Minutes of the previous meeting and Matters Arising**

The minutes of the previous meeting held on 13th September had been circulated prior to the meeting. The 2 Action points from these minutes had both been actioned. Theminutes were agreed and signed, as a true and accurate record.

**Action: MC to send a copy of the Minutes to the Practice for inclusion on PPG website.**

1. **Meeting procedures**

MC asked (at the request of KB) that members allow presentations to be completed before questions and answers. The purpose of this request is to facilitate more accurate minute taking.

1. **Surgery update**

AP gave an update on developments at the Centre, as follows:

* 2 ANPs (Advanced Nurse Practitioners) have been appointed
* ANPs to be involved with home visits
* Planning permission has been granted for 2000 new homes on the back of Harpole. It was confirmed that Section 106 money cannot be used to support additional medical facilities. (Discussed later in the meeting).
* A new 66 bed Care Home is to be built adjacent to the Practice. This will further impact on St Lukes.
* New receptionists appointed.
* Missed appointments – new MJog text reminder service will hopefully reduce failed appointments.
* There is no system for monitoring incoming calls – AP reported it would be too expensive to install.
* Issue of “When to consult the Doctor” was discussed. Agreed that some “Self help” information would be useful.

**Action: This item discussed later in the meeting – Patient Newsletter to be compiled.**

1. **WLEG update**

MC attended the recent WLEG meeting and summarized the content of the meeting:

* **Meeting held on 11th October 2016:** In response to concern regarding new building projects with no extra medical facilities, Julie King, NBC Planning and Policy Team Manager presented the 15 year local plan for Northampton.
* Nene CCGT is undertaking a restructure to remain fit for purpose when the 8 localities become 3. WLEG groups will also reduce from 8 to 3.
* **Meeting held on 15th November 2016:** Tri Locality Meeting have selected a new chair for the amalgamated single Locality, which needs to be ratified.
* SPA is a new initiative – a single point of access for discharge from hospital where small teams will co-ordinate services to ensure patients’ needs are met once discharged.
* National STP (Sustainability Transformation Plan) implementation being developed but NHS England has placed an embargo so no details can be made public.
* Concern that contracts are being tendered before the STP is made public.
* A data report is presented at each meeting. If any members are interested in studying this data, contact Moira for more information.
* The next WLEG meeting is scheduled for 24th January 2017. MC stated that any members are welcome to attend this meeting and should contact her for more details if interested.

The new developments planned for Norwood Farm were discussed, indicating that there are over 1000 houses planned for this particular site. Development on this site has been agreed by South Northants Council who will obtain all the Section 106 money from developers. However, South Northants will not be providing any additional facilities to support this development which is on the very outskirts of their area. Residents on these developments will need to access local facilities and this will be a considerable burden on all local services.

AP reported that the Practice had been asked if they could provide satellite services but stated that this was not a practical solution as it would hinder the services to be provided to existing patients. She stated that any section 106 money would not cover the cost of building a new Practice and said that NHS would not commit to any ongoing support.

The issue of failure to keep appointments (DNAs) was raised and discussion on possible ways to reduce this. It was stated that the Practice has a 3.8% rate of DNAs which seemed to be about average compared with other Practices.

AP reported that realistically, there is little that can be done which would not be time consuming and difficult to enforce.

**Action: Include information in the Newsletter about DNAs and how it will affect ability to obtain an appointment.**

1. **Difficulties with appointments**

WA outlined the personal difficulties she has experienced in obtaining appointments at the Centre. She drew particular attention to the problems of patients who do not drive and have to arrange transport 24 hours in advance: this is not possible when a patient has to ring early morning to try to get a same day appointment. WA also pointed out that when a patient has seen a Locum Doctor and is asked to come back in, say, a month’s time that Doctor may no longer be working at the Practice and this causes confusion if a patient asks for a named doctor.

**Action: Patients need to be advised that they may need to see an alternative Doctor.**

WA stated that the telephone booking system is overloaded as it would seem that within 10 – 15 minutes of lines opening, all appointments are booked and patients are advised to ring back the following day.

It was raised that this only adds to the number of calls being taken the following day.

The issue of having a “named Doctor” was discussed in more detail. Examples of the General Hospital advising a patient that he/she has been referred by a particular Doctor within the practice but this is not the named Doctor.

AP pointed out that the system has changed as far as the Practice is concerned: patients are now registered with the Practice as a whole, and not to specific Doctors.

The booking of appointments was discussed in more detail, outlining the different methods of obtaining an appointment. It was agreed that an Information Sheet/Newsletter could be prepared to help patients understand their options more clearly.

**Action: An interim meeting to take place to gather information for inclusion in the Newsletter which could then be posted to the website and possibly included in other local forums, eg The Duston Link.**

1. **Any other Business**

7.1 AB reported that there does not seem to be a follow up system for when a patient has been prescribed medication for a specified period of time. He stated that he had been put on iron tablets for a specified period but this has not been followed up and therefore the tablets are included on all repeat prescriptions.

The cost implications of prescribing unnecessary medication was discussed as any unopened medication cannot be returned to the Pharmacy once issued unless it is within the Pharmacy premises.

**Action: Include this on the Newsletter – ask Patients to advise the Practice Prescription Clerk if they no longer require specific medication which has been included on their regular repeat prescription.**

7.2 Interim meeting agreed for Wednesday 18th January to discuss Newsletter content.

7.3 AP asked if any PPG members would be prepared to come into the Practice to help patients use the booking in screen.

**Action: MC to circulate members with this request and agree a schedule (which would be after Christmas).**

1. **Date of next quarterly meeting**

Tuesday 14th March 2017 at 6.30 pm.