St. Luke’s Primary Care Centre

Patient Participation Group Minutes

Tuesday 11th September

Present: Sue Hoyle (Chair} Bill Haylock (Dep. Chair), Wendy Abell, Alan Bottwood, Jessica Birtles, Jill Flanders, Dawn Johnson, Pauline Robinson, Karen Rockell, Moira Chapman, Alison Pound –Practice Manager, Dr Donnelly (GP Patrner}

Apologies: Paul Westley,Pat Hull, Jackie Nolan, Geoffrey Beedell, Robert Henry, Mike Pepper

1. Minutes of 10th July 2018 – Agreed and published on St Luke’s website.
2. (was 7 on the agenda) Confidentiality and Protocol

MC took the opportunity to reiterate the rules of confidentiality regarding anything discussed in the PPG meetings or while conducting business on behalf of the PPG.

2b. Patient Survey Results - ED

Dr Donnelly explained that the problem with the unfortunate report in the Chronicle and Echo was because the newspaper used the 2017 data instead of 2018 information. This caused a great deal of distress and anger among doctors and staff who have worked so hard to improve the Surgery. Dr Donnelly thanked the Chair for her support during this difficult time. The newspaper has now published an apology but this will not completely repair the damage. St. Luke’s are now not bottom of the league table as previously, however Dr Donnelly admitted that they still have some way to go. Their main focus is to improve the telephone system to make it fit for purpose. The surgery recognised that it is difficult to be able to see your named GP, this is because the partners have to cover the emergency day appointments if someone is on leave or off sick which impacts on the routine appointments available. The locums do not cover this and only have bookable appointments.

1. Actions outstanding- Items 3.1-3.7 were not discussed as short of time.
   1. Organised Healthwalks

KR reported that the healthwalks leaflet has now been printed and gave copies to some members of the group and to AP for circulating around the practice. The first healthwalk is on Tuesday 17th September from Kent Road St Crispins and then the Trilogy Gym on Tuesday 25th September and so on. Members were asked to promote the healthwalks where possible.

* 1. Organised Book Club

After some discussion about venues it was voted that Timken Grange was the PPG’s preferred option for the Book Club as it is not possible to hold the Book Club at the Surgery. JF will investigate the next steps the PPG need to set up the Book Club.

Coffee mornings and Art Club were not discussed.

3.10 Repeat Prescriptions

The volunteers spent 70 hours in total speaking to patients about the changes. During this time the PPG could only praise the way the receptionists spoke to the patients during this time. The surgery felt it was really helpful and 149 new people registered online during this period.

Various questions were then asked about repeat prescriptions so that patients can understand the process better.

It was explained that regardless of when you submit your repeat prescriptions it is only processed 7 days before the medication is due. Several members voiced their concern over how tight it is for patients to collect medications before running out because of the speed at which pharmacies are dispensing at the moment especially if on multiple medications. It was explained that the Surgery are not allowed to issue prescriptions any earlier than a week or supply more than a 28 days’ supply unless there are special circumstances like going on holiday.

The only way to get your prescriptions in synch is to speak to your GP when you have an appointment and to get them reissued. Although this will help if other medications are added after this time it may put them out of synch again.

All medications require a medical review, the timescales can vary depending on the medication as some require tests to be carried out. Messages are put onto the repeat prescription sheet to advise patient they need to book a medication review. This is done 3 times which covers a period of 3 months. Medication reviews are to ensure patient safety and if they are not booked the medication may be moved off the repeat prescription screen or the number of tablets reduced until the patient speaks to a GP.

SH mentioned concerns about the online system when signing in or a viewing problem. Where do patients go when the problem is not easily solvable? The system online is provided by an external provider and St Luke’s do not have any help internally to sort out technical problems. This is more important now that ordering prescriptions online is the preferred option by the Surgery for patients ordering repeat prescriptions and the pharmacy option will no longer be available.

Action: AP will look to see what can be done to assist the patients when they have an issue.

The clinical Pharmacist has been with the Surgery for a year and this has been an important and helpful addition to the surgery. The pharmacy helps with medication queries and medication reviews as he has an extensive knowledge in medicines and is a great asset to the surgery.

1. Actions Priority rating- not discussed
2. NPEG – Not discussed
3. Signing in Screen- Not discussed
4. Confidentiality and Protocol- SEE 2a
5. Correspondence – Not discussed
6. AOB

October Meeting- An extra meeting on Tuesday October 9th was arranged to complete the Agenda.

AB- Suggested we look to invite an MP to visit and discuss our concerns as patients once the PPG are more established and we can plan carefully to make the most of the visit.

BH- Suggested that we put our views forward in an article where we can share with the patients what wonderful services the Surgery gives to the patients and how patients themselves can often waste valuable time and effort dealing with minor ailments. BH to initiate this idea.

Meeting ended 8pm

Next meeting is on Tuesday October 9th at 6.20pm.