

Field House Medical Group

Notes of the Patient Group Meeting held on Thursday 25th February 2016

Present

Mrs J Robson, Mr J Terry, Mrs C Coley & Mr B Coley, Mr D Wilkinson, Mrs M Stephenson, Mr G Smith, Mrs L Davidson, Mrs, M Mason, John Noton, Sara Dockray

Apologies

Mrs Templeman

Agenda items

Matters Arising – recruitment, CQC Inspection

Extended Hours Appointments

PPG Groups Meeting, recruitment, other issues, NAPP

Medication Reviews

AOB – Support Groups

Notes from the last meeting were agreed.

Matters Arising

Recruitment – John updated on actions so far, a recent attempt through NHS jobs had led to no applications. In January we had lost our nurse team leader who had moved out of the area, we had promoted internally and are working on developing our existing nurses and have brought in some more nurses to help. We are also in a national pilot around pharmacists working in practices and hope to have a pharmacist in place in April. We are also looking at other professionals such as a physiotherapist who can triage, see and refer musculoskeletal problems, to try and preserve GP capacity for the more complex issues. We also believe that due to a golden hello more doctors are choosing to move into the training scheme so are hopeful for the future. There is no more positive news from the attempt at recruitment in Holland.

CQC Inspection

John circulated CQC posters and explained that our overall rating had been good, which was consistent across all groups and areas apart from one, providing safe care. This was entirely due to fridge temperature recordings being outside the range fluctuating over a period of time. This had not been flagged up as an issue so the problem was that it is not clear

whether these temperature fluctuations were for long and the internal thermometers had been proved to be inaccurate. CQC felt that this was not safe and so requested further work, which we had done with Public Health. After further analysis it had been felt that one fridge with some travel vaccines were a risk. Despite a clean bill of health from a fridge engineer that fridge did fail two weeks after a service and a check so all the vaccines in it were destroyed. It had been agreed with public health to do a recall of all those patients who had received certain travel vaccines over a period of time, about 300 patients. John stated that we were not aware of any patient who had caught any of the diseases the vaccine covered and those who had been tested for resistance to Hepatitis B after vaccination had all been satisfactorily immunised.

Extended Hours Appointments

Dr Hopper has indicated he will retire later this year which will make covering the early morning clinic difficult, also that is the one we have most missed appointments, particularly around 7.00am. We are therefore proposing just to offer evening appointments but possible over two evenings. We are waiting for NHS England to contact us about the proposals for this. We recognise that a small number of patients still struggle to attend, such as lorry drivers and tradesman who work away. There is work going on to look at the possibility of a shared Saturday morning clinic but given the shortage of GPs this may be more difficult to offer in a standard format.

PPG Groups Meeting, recruitment, Other Issues, NAPP

Mrs Coley explained that she and Mr Coley had attended a meeting with other PPG groups. A speaker from VANEL had pointed out that all groups should be fully constituted, with a chair, treasurer and secretary, members should have training for their volunteering roles, should have liability noted on the practices insurance. The feeling was that this may deter members from the whole point of a PPG, that is getting views and ideas from patients about how the practice operates, and input to suggested changes. We then discussed ideas for increasing membership particularly from younger members. It was agreed John would look into whether there is a possibility for creating an on-line forum, for those who cannot attend meetings. It was also agreed to move the next meeting to early afternoon to try and recruit young mothers or those who find it more convenient. John will look at whether we can print some leaflets. As there is no area wide move to join the national association of Patient participation (NAPP) the practice will join and hopefully we can get some useful leaflets that will aid the recruitment.

Medication Reviews

John explained that the practice had been more proactive on recalling some patients for their medication as a large number had not been seen for over a year. This creates a safety issue of the drugs not being monitored, as well as individual's physical health as the GPs are liable for any prescribing they undertake. Some patients had been unhappy with the approach and suggestions we may stop medication but a recent case where a patient had died has highlighted the need for medications and diseases to be monitored.

Mrs Stephenson asked about what happened when a nurse undertakes the check as a drug she had been on should have been stopped after 12 months and had not, a pharmacist had pointed this out. John stated the nurses undertake the physical check and if blood tests come back satisfactory the GPs normally agree to review, however there is a greater role for pharmacists in this area and John will take this case to his GP meeting to identify if anything can be learned from this mistake, no harm had happened.

AOB

Members discussed support groups for people with certain chronic diseases, John stated he new of diabetes educational groups that new ly diagnosed diabetics are asked to attend for education.

There was a discussion about whether there is a cardiac group, John stated he thought there was one but will investigate and report back.

Date of Next Meeting

19th May 2016 1.00pm