

# **Field House Medical Group**

## **Notes of the Patient Group Meeting held on Thursday 3<sup>rd</sup> November Present**

Mrs C Coley & Mr B Coley, Mr Wilkinson, Mrs Davidson, Mrs Axelson, Mr Ross, Mrs Stephenson Mrs Thomas, John Noton, Sara Dockray

### **Apologies**

Mrs Templeman, Mrs J Robson Mr J Terry, Mrs, Mason

### **Agenda items**

Matters Arising – recruitment

Patient survey results and action plan

Car parking – possible survey

Flu campaign

PPG Groups Meeting,

AOB – Self help week and Pharmacy minor ailments scheme

Notes from the last meeting were agreed.

### **Matters Arising**

**Recruitment** - John explained that the practice were still working proactively on recruitment and there were some hopeful signs which he is hoping to have more to report at the next meeting. Otherwise we have managed to obtain the service of a small number of locums on a medium term basis to provide some continuity. Other than that we are continuing to invest in our nurse development and the pharmacist to help them manage problems and reduce the pressure on the few GPs we have.

### **Patient Survey Results and Action Plan**

The areas of the survey that were discussed as follows

*Access to GP appointments* – the practice are trying to recruit as above

*Waiting times in the practice*- John explained that this varied but locums often run late due to not knowing the patient well as do some of our clinicians for various reasons, such as confidence and wishing to be thorough. We discussed the self check in which a comment in the survey says did not report waits but members confirmed that is not the case and it did show where clinicians are running late. There was general agreement that members would rather wait in the knowledge they will

have a reasonable time to discuss their problems. An action point was for reception staff to advise the patients where there were waits of over five minutes

***Information and Communications*** – this was discussed and the options to improve this area, the action points were as follows; Reduce the number of posters, look to provide another leaflet dispense, a shared board with the other practices to promote specific areas, themes or national programmes as well as possibly a free standing display with posters to reduce the amount on walls

### **Car Parking – Possible Survey**

John explained following a number of comments the building manager was investigating controlled parking due to some non users of the health centre using the car park and reducing availability. Options are low tech – a warden for specific times and increased signage, high tech – camera controlled where users have to put their registration details in at terminals in the building but these companies can issue invoices for incorrect use. Other suggestions such as tickets which have to be validated or coins for barrier exit. It was agreed that a survey to ask views and also ask for other suggestions seemed the most appropriate way forward as there were concerns about each option

### **FLU Campaign**

John reported that the practice were slightly ahead of last year's uptake. Sara reported that over 750 had attended each Saturday drop in session which had been very successful.

### **PPG Groups Meeting**

Mrs Coley reported back from the recent meeting

Single Point of Access (SPA) – it was explained that this was a unique local service which has access to local health and social care advice with the health element being manned by clinicians. There have been some telephone problems but these had been short lived. There needs to be further work to promote the service, leaflet drops had been done in specific post code areas. Mr Ross reported his company had found the single leaflet drop had been very successful provided the leaflet/cards are of good quality

Social Prescribing – national lottery funding had been approved to launch this locally. John said he understood a main focus was to reduce isolation by encouraging engagement with the various social groups and societies as that does impact on health

Missed Appointments – there was still a significant waste and there was discussion about what the practice does ie send warning letters to

repeated offenders who may be removed it was felt the text reminder system was very good. Could this be used for other campaigns?

## **AOB**

### ***Self Help Week and Pharmacy Minor Ailments Scheme***

John explained about the recent launch of the minor ailments scheme across the area with all pharmacies apart from Superdrug taking part. This scheme provides pharmacies with the ability, after assessment, to provide medications free of charge for those who do not pay a prescription charge or at cost for those that do, for a range of minor ailments that can be managed without the need to see a GP. There is a safety net where the pharmacist can refer on to the GP if they feel the minor ailments scheme is not appropriate. This scheme is to ensure there is more self help or treatment available thus freeing GP appointments for more complex problems.

It was agreed that self help week that is from 14-18<sup>th</sup> November will be promoted alongside this scheme and that next year we will undertake greater promotion of this event.

### **Date of Next Meeting**

**2<sup>nd</sup> February 2017 6.00pm**