



Minutes of Open meeting of Windmill Surgery PPG on Friday 13th November 2015

Those in attendance: - Chair Jane Scarfe, Vice-Chair Chris Longhurst, Secretary Julie Adamson, Linda Davis, Laura Nelson, Tony Vale, Jaybee Brown, Viv Hawes, Business Manager Yan Hardinge, Mary Weatherspoon, Hugh Slade, Yan Hardinge Dispensary Manager, Laura Whiston, Martham PPG Chair Dilly Turton.

Apologies: - Thomas Lewis, Joy Batley, Amanda Bowhill, Practice Manager Sharon Marsden.

Jane welcomed everyone to the meeting and thanked them for attending and introduced Dilly Turton who is Chair for the Martham PPG. It was a return visit after Chris, Julie and Jane attended a meeting of Martham PPG by way of getting to know each other's groups and sharing ideas.

The minutes of the last meeting were agreed.

Practice Manager Yan Hardinge then gave the meeting updates on the GP recruitment situation – which had been a cause for concern in 2015 but has now been resolved for the New Year. The current 4500 Windmill patients need 22 doctor sessions which will be achieved as follows:

Doctors

Dr Dhas	8 sessions
Dr Clarke	6 sessions
Dr Strathausen	6 sessions – after 1 st Jan
Dr Rattan	2 sessions

	22 sessions

Yan then brought us up to date on the nurse and receptionist situation:

Nurses

Sam Murrison has left (Diabetic Nurse)
Margaret Desant is her replacement
Siobhan McGrath is now new lead and lead nurse for Diabetics?
Vicki Poll HCA is on Maternity leave - back on 21.01.13

Admin

Recruiting for full time receptionist – hoping to appoint before end of year.

We also asked Yan about the booking system and plans to triage patients – which means asking them for some idea of the problem when they ring to make an appointment. That is to direct them to the correct healthcare professional within the practice. The PPG has agreed with the Surgery that patients will always be given the option to decline to give further information on occasions when they would be uncomfortable about discussing the issue.

Booking System

Text messages are being sent two days in advance to remind patients of appointments in the interests of reducing No Shows. It is hoped that a reminder will jog the patient's memory and make them less likely to fail to attend.

Triage system

This is not yet in place as the course attended to train staff was not the correct one and the new system will not be introduced until full training has been undertaken. The practice should be fully staffed in the New Year so reception co-ordinator Sheila Adams-Casey will look at it again then.

Patients' proposal

It was suggested that the reception staff could notify patients when doctors are running behind when emergencies have arisen or when they are generally running behind.

And finally ...

Extended appointment hours are to be introduced in New Year (early mornings).

Who's moving in next door?

We were interested to know who was responsible for blocking off half the practice car park while workmen fitted out the empty side of the Windmill building.

Yan told us it was Cambridge Child & Health Community Services which had just won the contract to provide the same service in Norfolk. The work was expected to be finished by the end of month (November). It should not impact on patient parking facilities as it is just a base for staff to work out of and they will use the car park at the back of the building.

Objectives for the coming year

We discussed what these should be, what the PPG could actively help on.

Patient no shows

Other practices in the Coastal Group contact patients by telephone after they have missed three appointments to ask why. This was discussed but no decision was made to action this. It would be time-consuming and the staff time just isn't available at present.

Other idea was to put up posters with actual numbers/charts of number of hours wasted and what that equated to in monetary terms i.e funding for a nurse for a period of time. Info would need to come for practice staff. This is a possible agenda item for our next meeting.

Keep Well Keep Warm/ Voluntary Norfolk Befriending Service

Display posters and information plus some contact details were given for the befriending scheme

South Norfolk CCG cut-backs and what they mean for practices

South Norfolk CCG has to make cutbacks because they were expected to end the year with a deficit of at least £6.6 million.

Dispensary manager Laura Whiston explained that how with up to 50% of medicines not taken they were trying to help cut costs by managing drugs better in consultation with the patient. That would be achieved by reviewing what they take and when, to optimise maximise compliance and optimise outcomes.

This might be achieved by switching to a different drug it once – maybe even a more expensive one which comes in a larger doses so the patient need only take once or twice a day instead of more often. That might make it easier to remember and the patient would be more likely to do so, thus reducing drug wastage. Also more generic medicines are being prescribed to save costs except where it is not in the patient's interest to do so.

General pain relief such as paracetamol & Ibuprofen may no longer be available on prescription as the NHS gets charged more that you can get them in the supermarket/chemist.

Laura explained that If the CCG stops funding food such as gluten-free products which are now widely available from supermarkets and simple painkillers such as Paracetamol it could save £400,00k a year.

Patients would be advised by letter if their drug needs to change and a system is to be piloted to assess patients' meds.

CCG Lead Pharmacist and prescribing adviser John Reuben is to be invited to next meeting to talk to us about reducing drug wastage – **Action Julie**

Patient feedback forms

There was discussion about the Patient Feedback Forms which are available at the Surgery entrance.

It was agreed that they need to be redesigned to include date – **Action Julie**

JA to collect from surgery weekly to address comments – **Action Julie**

So far 8 slips have been left – 4 positives – 1 negative – 3 niggles

Windmill PPG documentation

Jane presented draft documents were approved adapted from those in use at Martham and thanked Dilly and her colleague Martham secretary Brian Jewell for all their assistance and for allowing us to use their documents as templates for the Windmill Surgery PPG. She said it had saved us many hours and thanked them for their help

Any other Business

- 1) A question was asked: "How are we obvious? What can we do to make people aware of us?"
The following suggestions were made:
 - Hold PPG surgeries
 - Advertise in Parish Magazines & other local publications (Tony & Jaybee have links with local publications)
- 2) It was suggested that we should reserve the planned early appointments for working people.
- 3) GPs to make decision if they need to see patient for prescription review instead of automatically seeing everyone - **Action Yan**
- 4) Dilly suggested that we should try and attend a meeting of the other active PPG meeting in the Coastal Practice at their invitation, so we can share good ideas and learn what works well for them and not so well.
- 5) It was also suggested that it would be a good idea to have name badges for PPG members – **Action Yan**

The next meeting date is 28th January 2016 from 17.30-19.00h. The meeting closed at 19.25h