

Farnsfield Surgery PPG Meeting 25th November 2014 at 6.30pm

Present: Mr Matt Doig, Mrs Allison Harris, Mrs Jane Porter, Dr John Porter, Karl, Jackie, Margo, Nick, Mike, Una, Mike, Roy.

Matt welcomed everyone to the meeting and explained his intention to update members of the PPG on the progress of the new Sherwood Medical Partnership and also to ask for their views on how successfully the Surgery was operating.

Progress update

The merger has been challenging for everyone as expected. Initially a lot more work has been generated for staff as new procedures and practices are put into place. Eventually these should be time saving administratively but there has been a steep learning curve. The merger itself coincided with the introduction of electronic prescribing which was very demanding in it's own right. The law does not allow controlled drugs to be sent electronically which has led to some confusion for patients with multiple medication orders. Some patients have also reported that not all requested items were received and these prescriptions need investigation. The system should be much more efficient moving forward.

Staff are aware that some patients feel they have experienced very rapid change. There is a long wait to see Dr Porter routinely now which was perhaps inevitable but more appointments are becoming available as Matt later explained.

Dr Sarah Webster has made the decision to move to a new Practice in January. She will be missed by everyone. Matt was able to reassure PPG members that a replacement salaried female Doctor has already been appointed to replace her. Well known to the Clipstone Practice, having worked with them previously, she will take up her new post in March. For the interim period cover will again need to be arranged but the Clipstone partners will also help, eg. Dr Bartholomeuz will be based in Farnsfield for three rather than two days weekly.

Jane emphasized the positive feedback receptionists are hearing from patients regarding the new GPs. Members of the PPG suggested a little more information about the new clinicians, perhaps on the website or in the waiting area, might be useful for patients since there are so many new faces to get used to. Name badges were suggested for consideration too.

Saturday morning appointments are now available with Surgeries in Farnsfield every third week (but patients can book to be seen in Clipstone on the intervening weekends if the time is more convenient for them). They are pre-booked appointments only with both Doctors and a Nurse. Matt explained that extra funding is available for the difficult winter months so that appointments with more than one Doctor are available routinely.

Dr Das has carried out his first minor surgery clinic in Farnsfield. This should become regular for the future.

During the first week of the merger the treatment room fridge (full of flu vaccinations) broke down. All of the vaccines had to be destroyed but they were replaced from Clipstone stock immediately which greatly helped the smooth running of the flu programme this year!

Behind the scenes administrative staff from Clipstone have also been helping out in Farnsfield and the Surgery also has a new apprentice receptionist.

All routine GP appointments are now available to book online which does not appear to have affected appointment availability so should hopefully help telephone access for patients preferring a more personal service moving forward. In time test results will also be available online. Unfortunately, however, not all hospital systems operate the same computer systems and so it continues to be a requirement that paper copies of for example blood results, have to be collected and taken to appointments at the City Hospital as they are unable to access our local computer system there.

Routine blood results can now be taken at Newark Hospital for patients who may find this more convenient than coming into the Surgery.

Moving Forward

Staff will continue to seek the views of all patients as to how successfully they feel the Surgery is performing using the “How likely are you to recommend us to your friends and family” cards in the reception area (instead of a patient survey this year).

The Surgeries will merge further on January 14th when their computer systems are combined. This will probably throw up further challenges at the time – as yet unknown but moving forward will be beneficial for every one eg. There will then be a dedicated phone line for repeat prescriptions freeing up reception time for other activities and reducing incoming calls to the front desk.

The plan to increase clinical working space is still awaiting final approval but there are plans to increase HCA and nursing time to meet increased demand. This will enable the introduction of nurse led management of long-term conditions such as asthma, diabetes, COPD, epilepsy. Patients will have an annual blood test with the HCA if required followed by a nurse appointment to review medication and then see the Doctor also if required. This is a pro-active method of enabling these patients to manage their health; it is not disease specific and treats everything together (the whole person).

Action Plan

This year it is not a requirement that the PPG carry out a patient survey to formulate their action plan.

1. It was agreed that the completion of the merger was a massive project in itself without looking at further schemes at present. There is much work still to be done.
2. The Practice will continue extended hours provision via the Saturday morning clinics.
3. The telephone system will be developed moving forward hopefully with the opportunity to extend shared handling of calls across both sites for improved patient access.

Finally it was agreed that in the future minutes of the PPG meetings should be circulated to everyone for approval and then posted on the Surgery website.