



Sherwood Medical Partnership

Clipstone | Farnsfield | Rainworth

PPG MINUTES 5th NOVEMBER 2015.

Attendees: Matt (Practice Manager), Helen (Location Manager), Sam (Receptionist/minute taker), Pat (Chair), Jaqueline, Teresa, Barbara, Rachel, Sue, Josie ,

Apologies : Sheila

CROWN MEDICAL CENTRE

Tour:

- Matt took patients on a tour of the building before we started the meeting.

Comment/Questions:

- Has been observed that when you are waiting at the reception and there are lots of people waiting, if the door to back reception area is open it is possible to hear what is being said by members of staff in the back.
- Certain patients parking in disabled bays but not displaying disabled badge.
- CPG saying that the beep to call patients in to see a clinician is not loud enough. Task to Emily to adjust this.
- Mentioned that patient toilets are not very nice due to unpleasant smell. Matt explained this is something we are looking into but the complaint was logged 2 weeks ago so he will chase this up.
- At the entrance to the practice there is a raised lip that runs around the edge of the pavement- makes wheelchair access very difficult. Matt explained we are looking into this to see if this can be rectified in some way.
- CPG not sure about the seating arrangements. When you are sat on the front row near the call screen it is uncomfortable as you are looking up all the time. Matt explain that there is no ideal layout but this seems to be the best of the different options. Patients can also sit in seats that don't face the screen if they would prefer.
- CPG mentioned that some GP's rooms are a long way from reception- what would happen if there was an issue with a difficult patient or they needed help? Matt explained about the various panic buttons the GP's can use which alerts others to the fact they need assistance.
- Noted that there is no rubbish bin for patients to use either inside reception or outside the entrance. CMC concern is that we are trying to promote a non-smoking site this may encourage smoking outside the entrance. Matt will look into this some more detail.
- Turning right out of the car park onto the main road is not permitted. However people are still doing this. May benefit from this information being displayed on our calls screens so more patients are aware. Matt to look into this.

Practice feedback:

- Good that WELL pharmacy is now on site. Some patients saying that now we have moved they will need a Home Visit as not able to get to surgery- we need to take a firm line with this. We will not always be able to please everyone but generally a positive outlook.

Disabled parking:

- Matt has spoken to the developers about more disabled parking bays and they have agreed to put 2 more in.

Opening Event:

- Still looking into this. Struggled to find anyone available or who doesn't cost too much money. Discussed possibly just doing with staff? Pat Crowe suggested Amanda Sullivan who is head of CCG for Newark and Sherwood and Mansfield and Ashfield and also very involved with KMH. Concern that a lot of people won't know who she is? But this may be a good thing as people can get to know her and what she does.

PHONE SYSTEM:

- Our phone system is now linked with Farnsfield which is better for us as it means we can transfer calls straight through to them and vice versa. This will prove useful if patients needing to speak with Matt for example or Gill who may be working at another site.
- Phone message that is played whilst you are waiting has changed. Much better now as it tells you what caller number you are. Moving forward we will set up reports to see how long people are waiting and how many calls are being answered etc. This will enable us to monitor busy periods and see if rotas may need adjusting.
- Also now has an overflow system whereby if it's not answered within a certain time the calls will then also route to overflow phones for other members of staff to answer.

CONTRACT MERGER WITH RAINWORTH

- We have formally applied to NHS now to merge with Rainworth.
- This affects many things internally but in terms of patients should make no difference, just better for us as a practice.
- Once the merger is complete this will minimise the background work for us.
- Some concerns about more people behind the scenes being able to access patients records but Matt reassured if there was a genuine concern this was happening we can do an audit to look into this.
- General view from PPG is that if it is better for the practice but doesn't affect patients then good to go ahead.

STAFFING UPDATES

- **Dr Lewis**-is based wherever we need her to be to cover annual leave, sickness etc but is with us permanently.
- **ANP** –Elena will be joining us in January. Not as qualified as a GP but able to do much more than a practice nurse. She is able to prescribe, do referrals, order blood results etc. Will be working a Monday to Wednesday and will have generally same day appointments. More practices are using ANP's moving forwards as there is a shortage of GP's.

- **Lyn retiring and recruitment**-we will miss Lyn as she has been with us a long time but we have recruited a full time experienced Practice Nurse who will be based here and at Farnsfield.

REVIEW OF FEEDBACK

- Had some negative feedback on NHS choices- Matt to print off for next meeting
- Not really had too many complaints but we do need to learn from any issues. No particular themes apart from some queries around the building, discussed above.

AOB

- Pat asked if it was possible to look at doing x-rays on site at Crown. Matt advised this may be something we can look at in time but at the moment the cost of the equipment may be too expensive. Ultrasounds are done 1 day a month at Rainworth but the cost of doing these is much less.
 - Matt advised we were looking at doing Near point testing for finger prick test so patients can receive results before they go home.
 - Discussed how some patients are hard to get blood from and it can take several attempts. PPG asking if in this case it would be advisable for a GP to step in and do this. Matt advised GP's are not always the best people to take blood. Sarah Kirkby used to work in A & E and is able to take from the back of the hand if necessary. Matt advised there is a patient at Farnsfield who works for EMAS and he has offered to do some training with us and also has useful pieces of equipment he will tell us about. Matt will speak to Luella about this.
 - Our patient list is growing steadily and at CMC we are currently at 9,750 patients.
 - PPG would like a breakdown of age for practice and patients living with more than 1 LTC- Matt to sort for next meeting.
 - Patients thought our Flu clinics ran very efficiently. From our point of view as a practice we were not as on top of things as we would have liked.
 - Long term the national goal is for everyone over 70 to be offered the shingles vaccination
 - PPG would like us to provide more information and support groups for patients on certain conditions-shingles , diabetes etc. Matt will put together the brochure re sub-letting our rooms for this purpose and start to let people know.
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- Next meeting to be confirmed but is looking like early January.

CLOSE OF MEETING