



**Minutes: Patient Participation Group (PPG)**

**Wednesday 21<sup>st</sup> November 2012**

**7.00pm – 8.20pm @ Speedwell Surgery**

**Apologies**

Ms Dee Haigh , Dr S Nazir

Imran and Anum Saleem have stepped down from the group

Susan had received an email from Dee Haigh to say due to family commitments she could no longer attend the Patient Participation Group on a Wednesday. A discussion ensued and it was agreed to change the meeting night to a Thursday from January 2013.

Action: To contact Dee to see if this is convenient

**S Lewis**

**Those in attendance**

Mr John Bostock (Chair, patient ), Susan Lewis (Minute taker, Practice Manager Speedwell Surgery ), Dr B K Jindal (Facilitator and Senior Executive Partner Speedwell Surgery), Graham Purnell ( Patient)

**Minutes of the last meeting:** Wednesday 5<sup>th</sup> September 2012

These were read as a true and accurate record

**Matters Arising**

**Questionnaire**

The process of revalidation was explained. Dr Jindal is one of the first GP's to undergo this process and because of this the practice has decided to run another questionnaire which focuses more on his individual professional skills. The practice will probably opt for the professional questionnaire, rather

than the in-house one. This will be run for a week at our branch site at Longwood.

### **Computer System (System1)**

Dr Jindal explained the advantages and disadvantages of the system. We still felt it held a lot of information, and although it was very good to be able to integrate with district nurses, community matrons etc, this also causes problems with too much information coming into the system out of our control.

The practice felt in time it would be a big advantage in terms of patient care, call ups etc.

### **Electronic Prescribing**

This process was explained about patients on regular repeats can just have then delivered by the chemist. Although this is not in full operation there have been problems with it. Chemists have been requesting prescription too far in advance or collecting prescription for patients who hadn't consented.

One very good advantage to S1 is that it has very strict controls over when and what you can prescribe.

Mr Bostock had a query about a diabetic patient having to pay for his prescription and how much it was costing him. The practice explained about exception forms for patients with certain long term conditions (FP92A Application for prescription charge exemption – medical). Mr Bostock wasn't aware of this form and took a copy.

### **Appointments**

The practice has introduced a section in the middle of clinics for "admin time", which allows the GP's to take telephone calls, attend to any urgent messages,

review any visits that have come in that morning, or sign prescriptions. This is working well

### **Paddock and Longwood Family Practice Website**

This is now fully operational.

### **News from the practice**

#### **Decorating**

The practice , following the comments on the questionnaire have redecorated the waiting room and corridors. Susan showed the members around to have a look

#### **New Check in System**

The practice have had installed x2 new check in systems (both at Longwood and Paddock) we are hoping this will reduce the congestion around the reception area.

#### **Opening Hours (Christmas)**

The surgery is closed Christmas Day, Boxing Day and New Years Day. To help ease the appointment system to allow patients to get an appointment after these days we have allocated all the appointments to “book on day” and not having any “follow up” appointments in this period.

#### **Flu Vaccines**

Unfortunately, the influenza company we have chosen to supply our vaccines could not deliver, due to batching problems. We sourced an alternative provider, but this meant a delay of 4 weeks. The practice is now well on target and have used ½ of the vaccines on the appropriate cohorts of patients.

Dr Jindal explained the flu programme for pregnant ladies needing the flu vaccine and whooping cough vaccine. There had been 2 cases of whooping cough reported in the practice.

#### **NHS Health Checks**

The surgery is also undergoing a programme of providing patients between 40-74 years , every 5 years (with the exception of patients who are on a specific disease register) to be called up for a blood test and a general health check to determine cardiovascular risk score, cholesterol, blood pressure etc.

### **Screening**

Dr Jindal also explained the other screening programmes the practice carries out and why, these included breast screening, cervical cytology, Bowel, and AAA.

**Date of next meeting:** TBC Thursday 24<sup>th</sup> January 2013