

Newburn Surgery Meeting Patient Participation Group

Minutes: 9th July 2018 (19.15pm -20.15pm)

| <p>Present: Mr Bryan Rees; Mrs Ruth Shrimpton Dean; Dr Julian Hargreaves; Ms Julie Dixon (Secretary)</p> <p>Apologies: Patricia Hopper</p> | |
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| 1. Introduction to New Practice Manager | Action/By |
| <p>Julie had previously met with Brian in an informal introductory meeting. Julie expressed she was settling well into the practice and very much enjoying her role.</p> | |
| 2. Minutes and Actions from the Previous Meeting | Action/By |
| <p>Website:</p> <ul style="list-style-type: none"> • Dr Hargreaves explained that we used to have a website package that included the ability to look at individual page hits but this has now become a paid for item. All agreed that there was no benefit in incurring this additional cost. • Dr Hargreaves continues to update the website on a regular basis and Julie will in time begin to be involved in the updating too. <p>Facebook:</p> <ul style="list-style-type: none"> • Discussion around the value of Facebook. We are aware that some practices are very active on social media and others not so much. It was agreed it has some potential for us but we would need to have a strategy in place for increasing the awareness of the page and information would need to be updated regularly and of interest as well as informative. Julie will review the Facebook page and will look at the strategy to get it up and running. | JD |
| 3. Pharmicus new pharmacy service/Prescription wait change | Action/By |
| <ul style="list-style-type: none"> • Dr Hargreaves explained that we are currently in a 3 month trial with a company called Pharmicus who provide pharmacy and pharmacy technician support remotely. The partners and agreed on primarily this to lessen the burden on them and free up admin time to focus on other tasks. The trial is going well and we do not expect that patients will notice any difference. • In line with this (but not entirely related) from 1st September we are moving to a position of offering a longer wait time (2 working days/after 3pm second day) to reduce the immediate pressures and demands of next day after 3pm. We have place notices prominently in the waiting areas, the prescription itself details the change and staff are taking every opportunity to inform the patients directly. Update: Julie has had confirmation from staff that patients are responding well to the changes when discussed. • It was confirmed that pharmacists could issue emergency repeat medications and all agreed this was probably an underused service. | |
| 4. Surgery Improvements | Action/By |
| <ul style="list-style-type: none"> • Our expression of interest for funding support was submitted on time • At time of minutes (and in line with the grant process), we have had no news. • We are in the process of getting architect quotes for planning permission support • It was confirmed when asked that we will be ensuring disabled access is included. • It was confirmed that we would be updating the décor of the building and would be looking at costing/funds available later. • Bryan mentioned he thought that student architects might be glad of the opportunity to use this as a project. All agreed this could be a possibility. | |
| 5. Online Consultations | Action/By |
| <ul style="list-style-type: none"> • Dr Hargreaves explained that there is an NHS initiative to offer online consultations (via a system called Econsult) by way of patients completing forms, accessed from the website, which would send them down a structured | |

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| <p>questions pathway and they would be signposted from the outcome. Doctors will have to review the online questionnaire and decide on the relevant course of action.</p> <ul style="list-style-type: none"> • Dr Hargreaves is attending a conference to understand more about the offer. • Discussion will then take place between the partners on whether to engage with this project. • The group discussed the issue of data protection and safety of the patients. | |
| 6. Privacy of Consultations | Action/By |
| Ruth wondered about the overhearing of consultations in the nurses room and Dr Carters room. It was explained that we used a radio upstairs but agreed it may still be an issue. We will look into this and we may revert to having a speaker above the door, which we had previously. Dr Hargreaves and Julie agreed that the nurse's room had a significantly thick door and it was closed fully, when in use. We agreed we had not had any complaints or notification from patients in the busy waiting room that this was happening. We will of course monitor the situation. | JD |
| 7. Digital Record Project | Action/By |
| Dr Hargreaves explained we have expressed an interest and been accepted for the digital records project run by the CCG. In brief, it was explained that a contracted company would scan all paper records onto our clinical system. This would free up a huge amount of space in the building currently taken up by filing cabinets. | |
| 8. Partner Retirement | Action/By |
| Dr Scott is planning to retire in the early days of January 2019. Plans are in place for recruiting his replacement with the job to be advertised from July and potential candidate to be interviewed in September. | |
| 9. New Health Care Assistant | Action/By |
| The new health care assistant is Lorna Ferguson and she was previously a phlebotomist at the RVI. Lorna is settling in well and is embarking on a series of training courses in areas she requires to run full clinic sessions. | |
| 10. Patient Participation Membership/Virtual Group | Action/By |
| Julie explained that it would be great to see an increase in membership for the formal meetings. Julie will give consideration to how to try to increase membership. | |
| 11. Next Meeting | |
| Monday 1st October. 17.15pm - 18.15pm | |