

Birley Health Centre Patient Participation Group

Minutes of the Meeting Held on the 27th September 2018

Attended: NAMES REMOVED

Representing the Health Centre: Dr Charles Heatley, Dr Ben Allen, Kiz Haigh and Sue Breeze.

Representing the Pharmacy: NAME REMOVED

1. Introductions

Members were welcomed to the meeting.

Kiz explained that the group's time together was very important and she wanted to help the group/members to get the most from the meeting and the meeting itself to become more efficient. With this in mind she asked that the group would be open to a change of how the meetings were organised.

Recorder Role was given to Kiz (tracks the next steps/actions and records the minutes).

Timekeeper Role was given to NAME REMOVED (keeps the group on time and announces half time, when nearing the end).

Facilitator Role was given to NAME REMOVED (alerts the group when discussion not focused on agenda).

Leader Role was given to Sue (prepares the agenda and helps group move through agenda). The group agreed how long to allocate for each agenda item.

2. Apologies

Were noted as NAMES REMOVED.

3. Minutes and Matters Arising

A draft copy of the April minutes were circulated to members by email shortly after the meeting. Paper copies were also available in the meeting.

Updates were given for the actions, the group agreed the minutes as a true and accurate record of the meeting, there were no matters arising.

4. Well Pharmacy

Kiz thanked SW for attending the meeting and explained it had been requested by the group. The group asked why medications are not available to collect sometimes. NAME REMOVED explained that the prescriptions are processed in the order they are received, the pharmacy ask for 48 hours to process. The practice also ask for 48 hours to process, it can therefore take 4 working days minimum from the medication being requested to dispensed to the patient.

The group explained this can be confusing and asked it could be more widely publicised by the practice. It was also suggested that the prescription order line (POL) have a different message.

Action: Kiz/Sue to publicise process times more widely in the practice, report to group at the next meeting what action has been taken.

A member explained that when a repeat medication is ordered for a month, usually 28 days is given and sometimes this can cause a problem if the month is longer than 28 days.

Action: Dr Heatley to ask through CCG contacts if this can be amended.

NAME REMOVED left the meeting.

Post Meeting Note

01.10.18 - Kiz telephoned the POL, the message explains the opening hours and asks that patients have a list of their medications to hand. It doesn't reference process times, the medication request is actioned by POL at the time of the phone call.

5. Practice update

Kiz briefed members that Dr Sarah Allen retired at the end of April, Dr Ben Allen has been in post since February 2018.

Dr Boyle has returned to the practice and Dr Galpin is also providing regular clinics.

Dr Rogerson has completed the Advanced Training Programme to ensure the practice can continue to offer placements to junior doctors.

A flu vaccination clinic is arranged for 9th October 2018 14.00 – 16.00. There are also appointments available in the evenings and daytime.

Dr Allen advised that one of the practice Advanced Nurse Practitioners had been offered a secondment post and the practice has been looking at ways to fill the gap. A new clinical role of Physician Associate (PA) is being supported in Sheffield and the practice have expressed interest implementing this new role. It is expected that these clinicians will act in the similar way when dealing with minor illness, reviews and results but will not be able to prescribe in their own right initially. The prescription will be generated by the doctor. Interviews are being scheduled in October and an update will be provided at the next meeting.

6. Appointments

The practice is fully doctored, the current wait time for a pre-bookable doctors appointment is two weeks. A mix of same day doctor and Advanced Nurse Practitioner appointments are available. Pre-bookable appointments are also available for Practice Nurse and Health Care Assistants. Kiz asked members for feedback, from a patient's prospective how is access?

A member asked if online appointments will continue to be available and also if it was possible to have the role (GP, Nurse, HCA) listed against the name, this would make it easier to know which is the appropriate clinician for the appointment.

A member gave an example of how booking a physiotherapy appointment had been frustrating and taken several contacts with the practice to resolve.

Action: Kiz investigate if the change to online booking system can be implemented, make the change if possible and report back to group.

7. Defibrillator

NAME REMOVED explained that he was involved with trying to have a defibrillator installed in the local area.

NAME REMOVED explained he would like to raise funds for a defibrillator, possibly through running a marathon.

NAME REMOVED explained that through A DIFFERENT role some investigative work had already taken place. The council may be able to support the cost of the machine but the running cost and ownership of the item would need to be undertaken elsewhere.

Approximate costings are: Machine £900, monthly service £130 and whenever it is used, yearly electric running cost £12.

Dr Allen asked if there was evidence if these machines actually save lives. Dr Heatley replied there was.

The group agreed this was a good idea and could be of benefit to the community.

Action: NAMES REMOVED to work together on the project and ask the practice for support if needed.

8. Any other Business

Dr Heatley advised he was involved in a local project looking at improving patient data collection for patients with Familialhypercholesterolaemia. He asked members if they would complete a questionnaire and feedback how easy/difficult it was to read, understand and complete. The information gained from this exercise would be used to shape the data captured in Sheffield.

Action: Members to complete questionnaire and return to Dr Heatley.

9. Date and Time of Next Meeting

13th December 2018, 17.00 to 18.00 at Birley Health Centre.

Evaluation of Meeting:

Scoring = 1 (Not Effective) |-----| 10 (Very Effective)

Actual Scores = 7/7/7/7/7/7 and 8/8/8/8/8/8/8/8/8 and 10/

What worked well

Everyone had opportunity to contribute

Good Attendance

Kiz wasn't the leader (Kiz)

Timed agenda items

Pharmacy attendance / knowledge of system

Better planned

Good discussions / interesting / positive / progress made

Everyone honest

What could be improved

Other members to volunteer for meeting roles

All agenda items received before meeting

Not sure if everyone got chance to speak

Members to raise hand if want to contribute to discussion

Still learning

Introductions of members

We (the practice) don't get it right all of the time