

Southmead Surgery

PPG Meeting

Wednesday 10th July 2019, 18.00

Present: -

Chris Parry, Anne Nathan, Georgina McMasters, Anne Home, Carole Hope, Malcolm Simpson, Dr. Siva, (part).

Apologies: -

Kevin Blakemore, Tracey Keogh, Judy D'Arcy, Tricia Weidner, Roger Home, Keith Anthony, Hilary Jones.

Meeting Notes and Actions: -

Actions

1. All action items from the previous minutes are dealt with in the agenda or in the body of the meeting.
2. The issue of patients waiting outside the surgery prior to the scheduled opening time was addressed by Dr. Siva. Unfortunately, at this time it is not possible for the doors to be opened early, as only 1 person is initially in the surgery to open up all areas, and this would leave the reception and waiting areas unattended. This would jeopardise the safety and security both of the surgery and the patients. At a future date it may be possible to open just the outer door, or consider the installation of a canopy shelter immediately outside the outer door.
3. Dr. Siva confirmed that "on the day" appointments are now available to book on line. Appointments are released at 08.27 each morning, giving a three minute window prior to the doors opening. Should appointments remain available during the course of the morning, these may be accessed on the day, on-line.
At the request of Dr. Siva, would Sue please ensure that there are patient facing icons for a.m. "on the day" appointments available for on-line access.
4. Dr. Siva confirmed that a very experienced doctor has been recruited as a GP for Mondays and Thursdays, Dr. Taylor continues to be available 1 day per week, and Dr. Salmon will be changing his hours to be in on three half days during the week. A new nurse has been recruited. Overall, once the summer holidays are out of the way, Dr. Siva considers that the practice will be up to a reasonable strength. The extended access scheme continues to be working well, with appointments available up to 20.00 on Thursday evenings.

SH

Actions

5. The local PCN has already put in hand the recruitment of 1 pharmacist and 1 social prescriber. The PCN co-ordinator for our group is Dr. Hassin at Threeways surgery.
Chris Parry has confirmed that all the other surgeries have PPGs, and has identified the appropriate PPG contacts at each.
The intention is for the 5 PPGs to meet up at some time in the not too distant future. **CP/KB**
6. Some difficulties have been experienced with availability of items at Lloyds. Dr. Siva explained that the larger group pharmacies are now moving towards a central warehouse and prescription filling system, which may result in the lead time for some items being extended. He suggested that if there are any queries these should be taken up with Lloyds.
7. The patient survey form has now been completed and will be circulated with the minutes. Dr. Siva confirmed that the surgery would take on the Survey Monkey licence, as this would then allow the surgery to use it at any time. **SH**
Would Sue please check the final draft, ensure that it has the approval of the surgery management and confirm back to Anne Nathan. **SH**
The target is still to launch the survey in September.
Paper copies will be made available in Lloyds and the library, which will then be returned to the surgery for collation and input by PPG volunteers. A design format for the paper copies, (2 sides of A4), will be devised by Anne Home. **AH**
8. The surgery is currently investigating the use of a proprietary system to enable skype consultations to be undertaken.
9. The surgery has recently used text messaging to update patient records with regards to smoking. This has caused some concern, as many patients were not expecting it and were not clear whether or not to respond. It needs to be made clear on the surgery plasma screens that the use of text messages to update individual medical records is a normal procedure and may be expected in the future. It would also be beneficial to devise a text to advise patients, in advance, that this method of updating patient information will be used in the future. **SH**
10. The PPG recruitment poster has been finalised, and plans are in hand to post this in the surgery, at Lloyds and in the village library. So far, there have been no relevant emails received at the PPG email address, but this will be published on the poster.

Actions

11. The Patient Access system will now enable access through proxies for patients who are unable to use the on-line system themselves. Registration for this is through reception in the same way as individual access. The concept of Monday morning “training” to encourage patients to sign up for patient access was supported by Dr. Siva. Would any PPG members who would be prepared to assist with this please contact Chris Parry. **All PPG members**

12. Dr. Siva suggested moving the outside bench closer to the door to provide seating closer to the door for people queuing. This seems a good idea. The bench itself is a commemorative bench that would benefit from a bit of cleaning and re-furbishing. **SH**

13. The directions in reception to individual waiting rooms are very helpful. It would be useful if the downstairs waiting area directions were also positioned adjacent to the sign in screen in the same way as the directions to the upstairs waiting area. **SH**

14. The volunteer car scheme is still operating, and last month made 3 pick-ups, two of which saved potential home visits. Dr. Siva is keen that it is maintained, so providing we maintain an adequate number of volunteer drivers it should be continued.

15. The next meeting will be on Wednesday 11 September at 18.00 in the surgery. Everyone wishes to express our thanks to Dr. Siva for attending much of the meeting and contributing to our discussions in several areas. This made the meeting much more productive.