

**Minutes of the PPG meeting
held on 23rd September 2014, 2pm at Park View Surgery**

Present

Sue Evans, Emma Turner, George Heaton, Sue Cox, Jane Panton.

1. Welcome and Apologies

- 1.1. Sue welcomed Jane Panton, our newest PPG member to the meeting. Jane has previously been a virtual PPG member.
- 1.2. Brenda Lynton-Escreet will become a virtual member of the group as she is unable to attend future meetings.
- 1.3. Apologies from Bill Kitchen and Fiona Horsfield.

2. Matters Arising From Last Meeting Minutes

- 2.1. Electronic prescribing This was launched on the 26th June. It is being promoted on the Park View waiting room screen, website and reception at both surgeries. There is also a leaflet stapled to all repeat prescriptions.
- 2.2. Surgery Phones Emma reminded us of the 2 options. Sue E asked for PPG views on the options. George, Sue and Jane commented that the option to hold until the call is answered is preferable to having to try again later when the line is engaged. Sue C and George both said they would like update positions on a recorded message if possible. Sue E and Emma have both been to look at the system in use at James Cochrane and Grange surgeries, both of whom recommend it.
- 2.3. Workload Audit Ref. GP – Locum, Sue wanted to make sure locums were used to full capacity. The vast majority of people who come to see a locum don't return to see their GP with the same problem. Locums have had the same number of appointments as the partners.
- 2.4. Health Care Assistants, Nurses, Phlebotomists Esther, (a receptionist) is now trained and does 10 hours a month as a phlebotomist. 96% of blood appointments take less than 8 minutes, most take 6 minutes. They are allocated a 10 minute slot, so this is an area to look at. More work could be taken off the nurses by HCA's. Jane asked why the nurses are so busy, Sue explained. The HCA's are due to start training in more areas.
- 2.5. GP Workload Audit A significant number of patients book in for one reason, and then present multiple problems, which over-runs the 10 minute appointment slot.
- 2.6. Waiting Times to see a GP The average time from booking in to seeing a GP is 9 minutes, and the average consultation slot is 13 minutes. Sue and Emma are looking carefully at planning and scheduling appointments. There are a number of options to consider, one of which is scheduling a consultation every 20 minutes which would allow time throughout the day for the GP to handle interruptions and other workload, e.g. signing prescriptions, documents, results, lab reports correspondence etc.

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3. Productive General Practice

- 3.1. Front of House. Emma is going to shadow receptionists at Milnthorpe and Carnforth and tally their activities to prioritise areas for review/improvement. PPG members are invited to give feedback on the appearance of the waiting rooms/reception areas at both surgeries before the next meeting.
- 3.2. Consultations. GP's Nurses and HCA's are to look at the consultations module and at equipment in the rooms.

4. A.O.B.

- 4.1. George is going to a talk by Professor Stephen Singleton, and will give feedback next meeting.
- 4.2. It is now possible to book Blood appointments online. It was agreed to add appointments for Jim Loudon (Medicines Optimisation Pharmacist) to the online booking.
- 4.3. Dr Irving is now back from her sabbatical.
- 4.4. IWantGreatCare, a rate and review site for GPs, is up and running at <https://www.iwantgreatcare.org/gpsurgeries/park-view-surgery>. Emma invited us to use it to leave reviews and/or see what other patients have to say about the practice. There will be a paper version available in waiting rooms for people who aren't online in due course. Monthly reports will be published on practice noticeboards.
- 4.5. An admin / reception staff uniform will be launched on the 1st October.
- 4.6. A new receptionist, Hazel Chaplow has been appointed to work 1 afternoon a week, on Fridays.
- 4.7. Emma will resend the 2014/2015 PPG action plan for reference and for Jane's benefit. The PPG are asked to come to the next meeting with their comments and priorities for the 2015/2016 PPG action plan.
- 4.8. George requested that Jim Loudon attend a future meeting to tell the group about his role.
- 4.9. George requested that we look at the formatting of the surgery schedule leaflet and making it easier to locate.

The meeting ended at 3:40 pm

5. PPG actions for next meeting

- 5.1. Send feedback on appearance of waiting areas, reception to emma.turner@gp-p81113.nhs.uk
- 5.2. Review the 2014/2015 PPG action plan (also available on www.park-view-surgery.co.uk patient forum tab) and consider priorities for the 2015/2016 PPG action plan. For discussion at next meeting.

6. Dates of the next two meetings

**Tuesday 2nd December 2014, Park View Surgery, Milnthorpe at 2pm.
Tuesday 3rd March 2015, Park View Surgery, Milnthorpe at 2pm.**