

PATIENT REFERENCE GROUP (PRG) MEETING MINUTES

Wednesday 07 September 2016

Present

Margaret D'arcy, Elisabeth Dewhurst, Sean Hall, Philip Kaye, Steve Lunniss, Janet Munro, Carol Palfrey, Valerie Tompkins, Gillian Wordsworth

Staff

Linda Marquis:	Practice Manager
Lynsey Wayte:	Assistant Practice Manager
Helen High:	Medical Secretary (minutes)
Keira Millward:	Apprentice Admin Assistant

Guest Speakers

Jonny Wood:	Voluntary Norfolk
Murdo Alderton:	Norfolk Carers

Apologies: *Mr Bruce Hogg, Mr P Rawlings, Mrs N Rycroft, Mr R Seeman, Mrs K Warnes*

Previous minutes

The previous minutes were agreed.

Disabled parking and car park signage: Linda advised that we are hopeful the issue with the drains has been resolved, which should stop the large puddle forming in the car park. Once it has been confirmed this is the case, the fence will be replaced, the trees cut back and then the additional disabled spaces marked out.

Larger chairs with arms for waiting room: Linda advised that we have added large feet to some of the chairs in the waiting room, to enable patients that require extra help getting in and out of them. We have had positive feedback from patients regarding these.

Fold down chair for reception desk: Linda advised the group that we have been unable to source a fold down chair that folds flat enough. Mr Kaye advised that his previous surgery had a similar chair and Linda advised we would contact them to see if they could provide the suppliers details.

Outstanding Action: Helen to obtain details from Mr Kaye and Linda/Lynsey to contact them to find out details of chair supplier.

Previous minutes (contd)

Mundesley Hospital: Linda advised that a representative from Mundesley Hospital was originally planning to attend this meeting but as they are in the process of having a CQC inspection, Linda will invite them to the next PRG meeting.

Outstanding Action: Linda to ask a representative from Mundesley Hospital to attend next PRG meeting.

CQC: Linda advised that following our CQC inspection we had challenged the rating we had been given for the “safe” category. The CQC requested some more information from us, which we supplied for them and they have now upgraded the safe category from “requires improvement” to “good”.

How patients can help the surgery: An article had appeared in the May 2016 patient newsletter giving suggestions about how patients could help the practice to allow staff more time to deal with other issues. This included: dental problems, hospital appointment waiting times, forms and paperwork, test results, conditions that do not require an appointment and transport. At present this does not appear to have reduced the workload but it is hopeful that it will do so in the future.

Mrs Dewhurst asked whether we had had an influx of new patients as she had been made aware that some patients were experiencing a 2 week wait for an appointment with a doctor. Linda explained that there had been various factors that had caused this wait but hopefully these had been resolved and appointment waits should reduce again. Linda advised that our patient numbers have increased, and this could be due to having new housing in the area, some patients transferring from other areas and a good summer increasing the number of holidaymakers.

Staff Update

Linda advised that Amy who was previously involved with the patient group has now left and been replaced by Keira who is a full time apprentice admin assistant. One of our receptionists, Sue, has now left us and Charlotte (who was an apprentice receptionist) has now taken over her role permanently. We have also been joined by Luke in our dispensary. We are currently interviewing for an apprentice receptionist.

Patient Feedback

Patient Suggestion Box

Linda advised that we had received some suggestions that the music played in the waiting room should be changed as some patients considered it “depressing”. The music played in the waiting room was reviewed following the last PRG meeting and it was hoped to appeal to a wider range of patients. It was agreed that we will unfortunately never please everybody.

Linda asked if there was a volunteer who would be willing to put a suitable playlist together. However there was no volunteer at present.

Friends & Family Test

We have only had one Friends & Family Test card returned for us for July and one completed for August.

Although these cards are at the front desk and in the waiting room, most group members were not aware of them. Linda advised that at present, there was no target to meet with completed cards.

Miss Palfrey suggested that there could be an item in the patient newsletter to encourage patients to complete these cards and it was agreed that this would be a good idea.

Outstanding Action: Keira to add an article to the next patient newsletter to encourage patients to complete the Friends & Family Test cards.

NHS Choices

Linda advised that the practice had received an unfavourable comment on the NHS Choices website. It had been discussed within the practice and the decision made not to comment on it further as it may exacerbate the situation.

Linda encouraged the group to leave feedback on the NHS Choices website. The link to do this can be found at: <http://www.nhs.uk/pages/home.aspx>

Student Doctors

Mr Hall had made Linda aware of a previous incident where a patient was not informed that they would be seeing a student doctor and the difficulties that this may have potentially caused. Linda apologised and Lynsey advised that this was hopefully an isolated incident. Patients who are booked in to see a student doctor are verbally told so on arrival and have the opportunity to decline to do so if they wish.

Linda advised that we currently have 2 final year medical students from Cambridge University on a 4 week attachment with Mundesley Medical Centre. They will see patients independently but then the patient will be reviewed by one of the GPs. More students at different stages of their training will be joining us throughout the year.

QRISK2

Linda advised the group that they may have seen something in the press about this. This is a nationally supplied system that is used to assess cardiac risk. There were some issues with this back in May and the assessment system was not functioning currently. The NHS has now made some amendments and a list of patients with amended risk has been produced. We have reviewed any patients that were at significant risk and the patients that had a small change detected, will be reviewed at their next appointment.

PRG Booklets

At the last meeting the group were advised that some patient brochures from NAPP (National Association of Patient Participation) were available to be viewed. These brochures suggested a framework of how PRG groups should be run. Some members of the group had seen these booklets and if any further members would like to view them, they should contact Helen.

Alternatively, they can be viewed online at: <http://www.napp.org.uk/bbp.html>

PRG member, Mrs Warnes, had written to say she felt the current format of the PRG worked well and the group agreed that our group runs well and that there was no reason to change what worked for us.

A discussion took place regarding NAPP membership but it was felt that there was not really any great benefit of being a member and the annual fee of £40 could probably be better spent on other things.

Flu Jabs

Linda advised that we currently have 5,500 patients on our register and of these 2,700 are eligible for a flu jab. Patients over 65 or those in specific age groups are eligible for a flu jab. Patients who have just turned 65 will be sent an invitation letter. Children in at risk groups under the age of 18, will receive the vaccination by a nasal spray. Flu clinics will be held in September and October.

Linda encouraged the group to attend the practice for their flu jab, rather than going to a provider other than Mundesley Medical Centre as the practice loses income if patients choose to do this. For example, the funding the practice receives from providing flu jabs funds the role of a health care assistant at Mundesley Medical Centre.

Linda advised that patients who are registered to receive text alerts will receive their invitations this way.

Mr Lunniss advised that he had received such a text and went online to try and book this. He found that the colours used on our website would make it difficult for patients with visual impairment to use. He then found trying to book a flu jab this way was difficult as the option to do this was not clear, as there were several different links to book this and the flu jab option was carried onto a second page, which was not immediately obvious. It was agreed that these issues would be looked at

Outstanding Action: Linda/Lynsey/Charlotte/Keira to review the design of the website and to simplify the issue of booking flu appointments from SMS text links.

Mrs Dewhurst mentioned the difficulties of parking at busy times such as flu clinics but unfortunately this is something beyond our control.

Guest Speaker – Jonny Wood, Voluntary Norfolk

Jonny Wood from Voluntary Norfolk gave the group a presentation regarding the befriending service run by Voluntary Norfolk. A befriending service has been around for about 2 decades but for the past 2 to 3 years the CCG have helped to fund the service in North Norfolk. The scheme aims to act as a supporting friendship where a volunteer is paired with a client who has a long term condition/impairment. The client and volunteer are assessed and are paired together with mutual interests. The volunteer can help clients retain their independence and provide the client with support. The client and the volunteer may do activities together, such as go for a walk (pushing a wheelchair if required) or have a coffee together. The volunteer may help with light tasks in the house or garden or may help if the client's carer needs a break. However, the volunteer is not a carer or cleaner/gardener but considered as a companion.

The volunteer contract runs for 12 months; at the end of this, the volunteer and client can either cancel the agreement or they can continue seeing each other due to gaining a natural friendship.

A client is referred to the service by the Integrated Care Co-ordinator which is assessed via the practice. Voluntary Norfolk will then review whether they are eligible for a volunteer. The service assesses the client to match them with a suitable volunteer, within an appropriate distance and with similar interests. In summary, the scheme is aimed to provide comfort and companionship.

At present the demand is exceeding the number of volunteers available. Jonny advised the group that he was not necessarily looking for volunteers from the group but was keen to access the group's local knowledge to ensure that the scheme was publicised as widely as possible.

A discussion took place regarding suitable publications that could be used to promote the scheme.

It was agreed that the surgery will place an article in the next patient newsletter. If anyone would like more information about the scheme or to volunteer, they should contact Jonny Wood on 01263 519454 or by email at northnorfolkvc@voluntarynorfolk.org.uk

Outstanding Action: Keira to arrange a suitable article to appear in next patient newsletter regarding the Voluntary Norfolk Befriending Service.

Guest Speaker – Murdo Alderton, Norfolk Carers

Murdo is a support worker from Norfolk Carers and explained to the group what Norfolk Carers do. They offer support to unpaid carers throughout Norfolk. They can provide support for carers and advice on services available. Murdo explained that the first port of call for a carer should be to contact the advice line on 0808 808 9876 or visit the website at norfolkcarers.org.uk. From this, advice may be given over the phone, or an appointment arranged within the community or possibly at home.

Norfolk Carers have drop in sessions throughout Norfolk and the next one to be held at Mundesley Medical Centre will be on 28.09.16. Each consultation will be tailored to meet the individual's needs.

Guest Speaker – Murdo Alderton, Norfolk Carers (contd)

Murdo was keen to stress that often if someone is looking after a friend/relative/neighbour, that they do not consider themselves as a “carer” and they may not seek support until they, or the person that they care for, reach crisis point. By seeking information and support at an early stage, this can significantly help both the carer and the person they are caring for and may help to avoid certain situations getting out of control.

A discussion took place regarding the difficulties that some carers face with isolation. A discussion was also had regarding people who may have dementia and their family and friends may have concerns but the person with possible early dementia may be reluctant for any help. Murdo advised that in this situation, Norfolk Carers could be contacted for further advice as they can always signpost people to other agencies that may be able to help. Likewise, although Norfolk Carers do not usually help with young carers, they are more than willing to advise on other services that may be able to help.

A leaflet about Norfolk Carers is appended to these minutes.

If you would like an appointment to see the carer support worker Murdo, please contact reception.

Cost of Paracetamol

Mr Seeman had seen an article in the press about how the NHS is paying up to 20 times as much as the supermarkets for paracetamol and asked Linda to investigate.

Linda contacted Ian Small, one of our NHS prescribing leads for clarification and his reply is below:

“I don’t know where the press get their figures from, but I imagine the costs would be without pharmacist fees as if I am ever asked about costs, I give net ingredient costs only. The NHS does reply on market forces and the NHS is charged the average price based on the cost of a drug stocked at three wholesalers and currently prices are below. However I am aware of some supermarkets charging much less.

However if written on a prescription, the NHS has to pay pharmacists to dispense and currently that would be 90p for prescription item. So if a prescription for 32 paracetamol tablets was written, the actual cost to NHS is 74p and 90p. So you can see it would be far better for NHS if the 32 pack of paracetamol was purchased not prescribed”

Paracetamol 500mg capsules 32 caps = 95p, 100 caps = £2.97

Paracetamol 500mg soluble tablets 24 = £1.72, 100 soluble tabs = £7.17

Paracetamol 500mg tablets 32 tabs = 74p.

Cost of Paracetamol (contd)

A discussion then took place regarding the branding of paracetamol and other over the counter painkillers. Mrs Dewhurst asked whether the NHS should prescribe paracetamol and Linda advised that most of Norfolk tries not to prescribe this, along with other medications that can be bought over the counter, such as verruca treatment and treatment for head lice.

Physiotherapy

Linda advised the group that the provider contract for local physiotherapy services changed earlier this year and that patients can now be seen for physiotherapy, via GP referral, in The Appleyard, which is the building behind the surgery.

Contacting Patients Electronically

Linda informed the group that the practice is trying wherever possible, to contact patients by email or SMS texting. This allows the practice to contact patients more promptly and also helps to reduce costs.

Linda advised that 33% of patients over 18 are signed up to receive text messages from the practice and 25% patients over 18 are signed up to receive correspondence by email.

Frequency of Meetings

At the last meeting, it was agreed that due to a lack of funding and the time involved in arranging and holding meetings, that PRG meetings should be reduced to twice a year.

However on reflection, Linda has reconsidered this. Mrs Warnes had also expressed her concerns that meetings should be held more frequently.

Linda asked the group for their opinion and it was agreed that meetings will now be held 3 times a year; usually in January, May and September.

Linda asked the group for their feedback on the new venue at the Scout Hut and the feedback was mainly positive although it was felt that the room was rather "echoey". We will try and address this for the next meeting by drawing the curtain across the room.

Any Other Business

Mrs Tompkins asked Linda whether there were any plans to instigate the 7 day NHS service. Linda advised that discussions have taken place with regards to health organisations working together in larger groups and with social services. However the plan for this has yet to be published.

A discussion took place about how resources may not meet the general demand. Weekend appointments with doctors were discussed and Lynsey advised the group that the practice does have early morning and late afternoon appointments which are kept for working people and young people at college. This scheme works very well.

Any Other Business (contd)

Mr Hall asked Linda what would happen if devolution took place. Linda advised that it was difficult to say at the moment.

Mrs Wordsworth asked Linda if the group could introduce themselves at future meetings as some members did not know the names of others. Linda apologised for this and will ensure that this is addressed at future meetings.

Outstanding Action: Linda to ensure that PRG members introduce themselves at the beginning of future meetings.

Linda asked if a member of the group would be willing to write an article for the next edition of the patient newsletter and Mrs Munro has kindly offered to do this.

Date of Next Meeting

The next meeting will be held on Wednesday 25th January 2017 at 10.30am.