**Wynyard & Hartfields PPG Meeting**

**Wednesday 27th September 2017 18.30**

1. **Welcome and Introductions**

Dr Carl Parker began the meeting by thanking everyone for attending. He explained plan was to take an informal approach to this PPG meeting, to be guided by the PPG members and enter into discussions.

A round of introductions was carried out.

Dr Parker explained meeting tonight was arranged at Hartfields as Hartfields had the largest PPG in comparison to Fens and Wynyard. However, the location of the meetings could be arranged to alternate between sites to give other member fair opportunity to attend.

FC from Hartfields PPG explained that there were no buses from Hartfields area to Wynyard Road so this could be a problem for attending meetings.

KF from Hartfields PPG enquired as to why there could not be 2 separate meetings: Hartfields PPG and Wynyard Rd PPG- Dr Parker explained decisions would need to be made that effect all patients registered with Wynyard Road & Hartfields so a joint meeting would be more suitable.

1. **Apologies**

EC

DT

PS

1. **Group Constitution & confidentiality Statement**

Ann explained the PPG needs to be formally constituted and there are 2 forms which members need to agree to and sign. Forms were handed out at the end of the meeting and members were asked to complete and send back to Ann or bring to the next PPG meeting. Forms will be sent out to any members who sent their apologies.

1. **Patient Participation Group Practice requirements**

Dr Parker explained that there were 3 distinct PPGs in the past but hopes going forward all can work as one group as decisions affect all patients registered with Wynyard Road & Hartfields. Dr Parker explained again he would prefer to keep 1st meeting informal.

Ann explained that going forwards a Chair, Vice Chair and Secretary needs to be appointed. Some members of the PPG wished to vote immediately regarding this but Dr Parker & Ann asked for nominations, etc. to be held until the next meeting.

Ann explained that unfortunately she had been unable to obtain any information regarding previous PPG meetings and did not have access to any previous minutes. Ann asked that if anyone had any information they could share they forward this to Ann.

All members were asked if they were happy to receive future invites and minutes of meetings via email. All who had access to email address were happy with this plan.

Ann explained that the PPG had been advertised on the website and that posters were also displayed in practice but communications had only been sent to members of the previous 3 PPGs and had not been sent to the wider group.

1. **Surgery Updates**

* **Staffing**

Dr Parker explained that up until the last day on June 2017 McKenzie Group Practice was unaware which staff would be transferring across and that one person did inform us on that day they would not be transferring.

Dr Parker explained that previously redundancies had been talked about but to date there have been no redundancies and this is due to some people electing not to transfer across. There is one role which includes 3 people where redundancies are still a possibility, however, due to maternity leave not in a position to look at this currently.

Dr Chong elected not to transfer to MGP. However, the practice has been successful in appointing new Nurse Practitioners and GPs (both Partners and Salaried). Some interested GPs did have to be turned away. There is still currently a Nurse Practitioner vacancy which is currently out to advert (closing date 29th September).

Dr Parker explained that having a workforce across all sites is much more resilient and more opportunities can be given to staff to develop their skills. There are 2 receptionists who will be training to develop to Health Care Assistants and both will work within the administration team and clinical team. There are also vacancies with the administration team and recruitment will be looked at in the near future.

* **Prescriptions**

The plan going forward is for there to be one dedicated Meds Team who deal with all prescription enquiries and requests.

Dr Parker explained that McKenzie House currently had a Meds Team who carry out this role and they are responsible for all prescription requests for patients registered at McKenzie House and the 2 branch sites (Throston Medical Centre and Victoria Medical Centre). Currently the team has 3 full time members but the plan would be to expand this to 5 full time members. The team would be located at McKenzie House and there would be a dedicated phone line for patients across all 5 sites to call. Dr Parker explained that the team work very closely with the practice pharmacist Micheala and the team work to strict protocols which ensure safer prescribing.

By having a dedicated team and separate telephone number lines would be freed up to enable patients to contact the administration team to obtain an appointment.

Online ordering of prescriptions will still be available to patients via online services.

KF asked if emailing medication requests to the practice would still be accepted- Ann explained this method was not encouraged as systems are not in place and therefore not guaranteed.

* **Telephones**

Dr Parker explained there have been major issues with the telephone system at Hartfields Medical Centre and apologised for any inconvenience this had caused. He went on to explain that an engineer was scheduled to attend on Thursday but that a telephone divert to Wynyard Road had been put in place in the meanwhile. Due to the ongoing problems experienced with the phone system a new telephone system was being considered with the possibility of getting the same systems across all sites so there would be more flexibility and additional lines.

* **Appointments**

Dr Parker explained that currently the appointments we hoped to provide are not up to full specification. However, a comparison has been done from appointments offered across all sites from August 2016 compared to appointments offered across sites in August 2017.

In August 2016 – 4237 appointments were offered

In August 2017 – 4098 appointments were offered. However, there were 451 unused appointments and 198 patients Did Not Attend their appointment.

JS asked if advertising the DNA rates would be appropriate but Dr Parker explained the practice had moved away from advertising the figures as ultimately it is only the people who attend for their appointments who get to know this information.

RS asked if pre-bookable appointments were the cause for high DNA rate as some people will pre-book but then call on the day to obtain and appointment and forget to cancel.

Dr Parker explained not clear but that he had several people DNA today who had just arranged the appointment this morning.

Dr Parker went on to explain that three times this month appointments across Wynyard Road and Hartfields have been to capacity however appointments were still available at McKenzie House, Throston Medical Centre and Victoria Medical Centre but these could not be offered to patients. He also explained that all rooms allocated at Wynyard Road MC were in full use.

JW asked if text reminders for appointments were possible. Steph explained this system was now in place and was live. There had been a delay in this service operating as the practice had to await an email address from NHS England to get the system up and running. FC explained she received text reminder this week regarding an appointment so the system is working. Ann went on to explain that now the system is in place patients will find that staff are asking for confirmation of mobile numbers.

* **Pharmacy Bid**

Currently McKenzie Group Practice has one full time pharmacist. Dr Parker explained that the pharmacist’s time is a great asset to the practice and Dr Parker explained it would be helpful to all to have further pharmacist input.

Dr Parker explained that NHS England are in support of in-house pharmacists and have developed a scheme to encourage practices to engage with this in the form of payments.

1st year – NHS England would pay 60% of pharmacist wage

2nd Year – NHS England would pay 40% of pharmacist wage

The practice would be expected to keep on the pharmacist at year 3.

Bids need to be submitted to NHS England to show express of interest. Dr Parker explained more successful if practices work together and McKenzie Group Practice has teamed up with 1 practice in Stockton-On-Tees and 2 practices in Darlington but that PPG support is needed.

PPG were in support of the application.

Dr Parker explained he believed this was an important and worthwhile role in the practice and this will ultimately save the NHS money.

Dr Parker explained that historically there have been prescribing issues and concerns have been raised with NHS England and Hartlepool and Stockton-On-Tees CCG recently regarding Wynyard Road and Hartfields. McKenzie Group Practice is proactive and is currently running reduction programmes on addictive medications to ensure safe prescribing.

1. **Commissioning**

Ann explained that the CCG often sends information to practices that needs to be discussed with PPG. At present there is no information to pass across but there may be information in future meetings.

1. **AOB**
   * JS asked if possible for clinical staff photos and names to be displayed in the practice so patients can identify who it is they will be seeing - Dr Parker and Ann agreed to this and will arrange for photos to be taken and displayed.
   * Dr Parker explained future plan is for GPs to have set sites to help with patient continuity of care and the same principal will be applied to the Nurse Practitioner Team. Unfortunately unable to do this with the Practice Nurse team due to skill sets and clinical requirements.
   * RS explained he attended practice one Monday and there was only 1 person working on reception desk having to handle both the reception window and the telephones. RS asked if this was normal. Ann explained changes had been made due to workloads, patient demand, etc. but that the changes which were implanted were still under review and recruitment across sites would be looked at in the near future.
   * VY explained she had attended Hartfields for an appointment and had also noticed only one member of staff working. The staff member was on the phone the entire time she was present trying to deal with a medication query. She explained she would therefore welcome any changes to setting up the Meds Team so reception time was freed up.
   * Ann asked how frequently members of the PPG would like meetings to be held – all agreed to quarterly meetings. Next meeting to be arranged for December; agenda will be sent out prior to meeting and plan for Election of Chair to be discussed 1st

Next Meeting: TBC

(Tea/Coffee & Mince pies to be supplied).