PRACTICE PARTICIPATION GROUP

**MINUTES OF MEETING HELD 13th December 2018**

Present:

Staff: Dr Rajkumar, Angela Allenby, Sue Lane

Patients: Chairman BJE, JE, AB, SB, HS, BB, JC, JB, SL

Chairman BJE opened the meeting

Apologies: Dr George, Dr Samad, PB

Minutes from last meeting

Minutes approved by the PPG as a true record.

Matters Arising:

Nothing that is not covered elsewhere.

Practice Report:

Care Navigation

The practice had some issues with establishing the template on their clinical system however this has now been sorted and they have started a gentle introduction in using this service. i.e. using during quieter times in Reception and where the receptionist feels appropriate.

There is a new service in place called the First Contact Physio service which bypasses a GP appointment and enables the receptionist to book patients who are over 18 straight into a clinic for muscloskeletal issues at various GP locations across N. Lincs. The practice has booked a few patients into this service however there are some teething problems at the Ironstone Centre with no signs for patients to know where they need to be. Angela has fed this back to the FCP administration.

Practices are able to care navigate into this FCP service, minor ailments scheme at the pharmacy, sexual health etc. where appropriate.

Extended Access – new service

Oswald Road is offering this service on a Wednesday evening for GP and nurse appointments which is working quite well so far and gives receptionists another option to offer patients. It is working well however there can be issues around patients from other practices with significant medical history that can be quite challenging for the GP’s in a 15minute slot when they do not know their background. Angela is attending regular meetings where all issues are discussed. The service will run until October 2019 when it is hoped it will then transfer in the new Urgent Care Centre once established.

Flu Vacs

These vaccines have been split into over and under 65’s this year. The practice has run out of the over 65’s as have many practices in the area however there are still some available free at the pharmacy and patients are directed there. The practice has increased order for next year’s cohort.

The under 65’s are still being actively called and booked in; the nurse is running another Drop-in Clinic next Wednesday 4pm – 5pm.

Epipen Supplies – National Shortage and practice has received advice re prescribing alternative and patients should not dispose of out of date pens until supplies have been replenished

PPG Forum:

Minutes from the Forum had been forwarded to all PPG members via email and printed copies were available at the meeting.

FFT Comments

Angela circulated the FFT comments for the last quarter which were again really positive in the main with no major issues. One comment regarding being 5 mins late due to bus but nurse had already left – the practice actually gives the nurse 20 minute clear up time but is difficult if the patient is late and possibly the nurse has prior commitments also.

Any other business

* AB informed the PPG of the problems he has with scripts as some months are longer than others. Sue advised that he needs to order every 84 days rather than 3 monthly as tablets come in packs of 28; the issue is more with the pharmacy ordering than the practice.

No other business – meeting closed.

**Next meeting will be held on Thursday 21st March 2019 at 12.30pm**

**The Patient Participation Group at The Oswald Road Medical Centre welcomes new members to join their meetings. Please inform the reception if you would like to attend the meetings.**