

## Belmont Hill Surgery Patient Participation Group 2015-16

### 1<sup>st</sup> Meeting Minutes – 16 July 2015

Present: Dr Gail Holloway, Oscar Millar, Christopher Towers, Barbara Lawton, Ann Wallace, Laurene Brooks, Lesley Dean, Penelope Caudell

Apologies: Michael Kaye, Sophie Dean, Hazel Smyth

#### Agenda:

1. Welcome & apologies
  2. Review of PPG developments from last year: - Appointment system was reviewed, phlebotomy clinic, online services reviewed and updated, toilets refurbished and new metal sign installed out front to attract new patients.
  3. Discussion of changes to the practice – staff changeover – Julie has left and Charlotte will be leaving in August - 2 new nurses have already started. Sam has left the reception team and Collette will be leaving in September. Prabhdit has recently joined to cover Sam's hours.
  4. Practice Publicity – The Surgery is looking for ways to advertise – designing a flyer to be left in Lewis Grove Pharmacy – possible leafleting campaign.
  5. Other concerns members want to raise
  6. Plan of action for year ahead.
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- While waiting for all members of staff to arrive, Dr Holloway gave a brief summary of staff changes at the practice. Previous practice nurse has left and been replaced by two nurses, Bianca and Theresa now providing appointments five days a week. Receptionist, Sam has left and been replaced by Prabhdit. Collette will be leaving role as a receptionist in September but will remain as a phlebotomist and will start doing a second blood clinic each week. HCA, Charlotte, will be leaving as well to return to medical school.
  - Once everyone was present Chris Towers introduced himself as chair, having been elected at the previous meeting. Each member of the group present introduced themselves.
  - Oscar Millar, reception manager, gave a quick summary of last year's PPG discussion and the changes that had been made. This included a review of the appointment system, refurbishment of toilets and a new sign out front.
  - The online services provided by the practice were also updated prompting a further discussion at today's meeting. Patients are keen to see online services increased – the prescription service was reported to work well most of the time - would like to see more appointments available for booking online though as often there are very few. It was also suggested that we advertise the online services more around the practice and online to encourage more patients to use them. By offering more online appointments hopefully would relieve some pressure on the telephone lines. On-the-day appointments should also be bookable – the embargo lifts at 7.40 and so would allow pts to try and book online before

they can on the phone – this would hopefully reduce the need for queuing outside in a morning and reduce the number of calls coming through at 8am. Larger posters and information to be put up around the surgery and online.

- There was some discussion suggesting a potential tutorial in how to use the online services for those patients with less knowledge of computers. Chris Towers volunteered to help out with this, possibly providing lessons at the practice- to be discussed further to see if this is feasible.
- '0844' number – again this was discussed – Chris Towers raised the fact that the practice is required to provide cost information when advertising this number – will liaise with Oscar to discuss further. Oscar will look into when the contract with provider expires.
- '020' local rate number should be advertised on the banner at the front as well.
- LIMOS – prescription management service – all other GP surgeries in Lewisham have already signed up, however, Dr Holloway has raised concerns over the security of confidential information and is not happy to sign up for this service yet until has had more information. PPG agreed and were happy that we have not yet signed up.
- Meningitis B vaccine will be rolled out in September but only for children of a certain age. Bianca and doctors have had many patients asking how they can get this vaccine for children who fall outside of this age range. We are looking into where it can be obtained privately and whether we can give it privately. Apparently we can only provide it privately to patients who are not registered at this practice so would have to 'buddy up' with another practice to provide each other's patients with private immunisation. The practice will look into this further but until then will suggest private clinics such as City Doc for those who would like.
- EMIS access to medical records - the practice has not yet signed up for this service due to some concerns over patients' access to potentially harmful information. Medical records are available for patients to view at the practice with a staff member present.
- Pharmacy First scheme was briefly explained – trying to move some of the pressure away from GP surgeries. Patients agreed that this is a good scheme but were some concerns that patients would be sent to pharmacies rather than being able to see a GP. Reassured that we would not deny GP appointments, simply suggest alternatives that may be more appropriate according to individual situations.
- Plans for the years ahead:
- Online services will carry on being increased – more appointments available online and more obvious advertisements – larger posters in waiting area – encourage patients to sign up at the point of registration.
- Possible tutorial session for those patients less able to use a computer to access online services.
- Oscar will investigate how many patients are using various online services and what the demand is for increasing – to be discussed further at future meetings.
- Thanks to all who attended. Next meeting will be arranged for October.