

MAYFIELD MEDICAL CENTRE PATIENT PARTICIPATION GROUP

Minutes of meeting held at Totnes Road 23 May 2018

Present:

Kathy Ambler, Arthur Lucas, Vic Vasey, Peter Roberts, Anne Clarke, Ian Young, Steve Gardner; Colin Whitford (Practice Manager) in attendance for the majority of the meeting,

1. **Welcome to new Member**

Steve Gardner was welcomed as a member of the Committee.

2. **Election of Chairman**

The Committee noted and expressed regret at the death of David Hudson, the foundation Chairman of this PPG, who had been active in wider health concerns in the region.

Kathy Ambler was unanimously elected as Chairman.

3. **Apologies**

There were no apologies for absence.

4. **Notification of items of Any Other Business**

No additional items were notified.

5. **Minutes of meeting of the 13 December**

a) the minutes were confirmed as a correct record.

b) **Newsletter**: Vic Vasey had supplied an electronic copy of the newsletter for distribution to the e-mail list of members, which the Secretary would distribute with the minutes of the meeting of 13 December.

Vic agreed that he would prepare the next Newsletter.

b) **"PPG Toolkit"**: The Chairman explained the background to the distribution of the version of a "toolkit" designed by a Reading PPG. The Torbay and South Devon PPG Forum had considered this, made some modifications to it, and is to discuss it further at the next meeting of the Forum. The sponsors of the Forum are keen to have a common toolkit used in Torbay and South Devon.

It was **agreed**:

i) that the current Torbay and South Devon version of the toolkit would be distributed to the Committee with the minutes of this meeting;

ii) that members would provide the Chairman with comments on the draft;

iii) that the draft would form part of the discussion at the next meeting of the Committee, when the annual review of its operations was considered.

6. **Prescriptions**

A number of comments about aspects of the supply of prescriptions had been made by and to members of the Committee, including a number "lost in the system", partially or inaccurately filled, or delayed. It was clear that the supply chain had problems, not necessarily at the Practice.

The practice manager stated:

i) that a period of 72 hours for processing requests was specified as the practice was confident that it could turn around the requests within that period, but could not guarantee a shorter time;

ii) that the dispensing pharmacist employed by the practice was using the PPG drafts as the basis for a new explanation of the dispensing of repeat prescriptions, which he hoped would soon be ready;

iii) that the dispensing pharmacist was progressively moving patients with straightforward repeats to a six-monthly bulk prescription that the patient's pharmacy could fill at monthly intervals, but that patients with "on demand" or variable medication could not be placed on this system.

A member of the committee praised the reception staff and duty medical staff in the way that they had issued a new prescription at Cherrybrook when a problem had occurred.

It was **agreed**

Members of the committee would keep the situation under review, noting especially any issues of incomplete, erroneous or late supply.

7. **Booking system**

The Practice Manager reported

1) That revisions to the allocation of patients to clinicians are planned, with immediate and advance appointments remaining available, but whereas until now, if a specific GP has asked to see a patient again after a period of time, an appointment will be offered with whoever is available on that day. If patients wish to see a specific GP, they may have to wait longer, so delaying the review. Continuity of care will be maintained as all GPs write up the consultation in records accessible to all staff.

2) that it was too early to assess the effect the delayed opening hours, to allow more staff to be free for handling telephone calls, has had, but it was hoped that patient's will gradually become aware that extra 'Same day' appointments are now available throughout the day, so the necessity to ring only between 8-8.30 has gone.

8. **Information concerning fasting or otherwise for blood tests.**

Reports had been received by a member of the Committee that some patients were concerned about the lack of advice given to patients at a time a blood test is booked that fasting would or would not be required.

The Practice manager felt that most patients took responsibility for asking, but members pointed out that not all patients were in a position, or felt confident enough, to do so. The committee were strongly of the view that this information should be given as a matter of routine.

9 **Implication of updated data protection regulations.**

i) The practice manager was confident that the Practice was compliant.

ii) The Committee agreed that PPG members on the e-mail list held by the Secretary should be reminded of how their data was used, and of how to remove their name from that list, by sending a request for removal to : mayfield.ppg@nhs.net.

Committee members were reminded that it was a breach of the expected standards to send messages to more than one member using a list in the e-mail cc field: the bcc field should always be used to avoid the risks of revealing details of personal addresses to outside users.

10 The item on procedure after a death of a patient was withdrawn, and The item on Pedestrian Access to the Totnes Road surgery deferred until the next meeting.

- 11 **Other comments from Patients.**
The Practice was praised for the effectiveness of its travel vaccination service. There were no messages from patients via either the comments boxes or the e-mail address.
- 12 **Items from the Practice**
The Practice manager reported
i) that it was hoped soon to ensure that results of tests were given to patients by one of the nurses, rather than receptionists, who will be able to answer questions about the results.
ii) that soon it would be possible for some patients to review their test results on-line
iii) that a new website, using the same framework used by Park Farm surgery would soon be replacing the old, and inconsistent, Mayfield web-site.
- 13 **Reports from outside meetings involving the PPG.**
i) The Torbay and South Devon B+NHS Foundation Trust had launched an on-line app, "NHSQuicker", available to download for mobile devices from <https://www.torbayandsouthdevon.nhs.uk/services/urgent-and-emergency-care/nhsquicker/> or on the web at <https://nhsquicker.co.uk/app/> to enable easy location of local services, "live" waiting times at Accident and Emergency or minor injuries units; and a link to the NHS guides to illnesses and treatments.
ii) that the Torbay and South Devon NHS Foundation Trust are now sharing care of leg ulcers in the community. Their Tissue Viability Services at Torbay Hospital will, via referral, treat patients for 4 weeks & then refer back. Also initially two new community-based 'Leg Ulcer Clubs' are planned in the Bay .
iii) Steve Gardner expressed an interest in attending the PPG Forums; the Chairman or Secretary will see whether his name and e-mail contact can be added to the list of representatives.
- 14 **Date of next meeting**
The next meeting is scheduled for 25 July at 3.15 pm at the Totnes Road Surgery.