

MANSFIELD PARK SURGERY PATIENT PARTICIAPATION GROUP
MINUTES OF THE STEERING GROUP MEETING
HELD AT THE SURGERY ON WEDNESDAY 4th OCTOBER 2023

Present Roy Cleaver - Chair, Louise Webb – Deputy Practice – Manager, Karin Black, Louis Crow, Rose Gollop, Joy Kelsey, Janet King, Pat Lyons, Hilary Oldham, Gill Siddall.

Apologies had been received from Chris Harris.

Introductions Chair Roy welcomed everyone to the meeting and as there were five new members everyone introduced themselves with a brief background.

Meeting Ground Rules

A copy of the ground rules for the group had been circulated previously and were adopted.

Minutes of meeting held on 1st June 2023 Agreed

Matters Arising from the meeting on 1st June

This Group is now part of the national Patient Participation Group and details had been circulated earlier.

A copy of each set of minutes will be kept at the surgery and space can be found on the practice website for them.

Hilary Oldham had enquired about the possible hire of Medstead Village hall for future events which was fine and the usual booking fees would apply. Teas, Coffees could be served to offset the costs. Promotion of the group is essential, articles in Four Marks News, Facebook etc.

The surgery currently has around 7,200 patients with 8,000 being the top figure. 2,000 patients per GP being the upper limit.

A bid for an extension had been declined.

Janet King queried whether a member of this group ever sat in on interviews for a new GP?

A lay person could well be of value and it was thought that the GP's would not have any objection.

Practice Update

Louise Webb explained the very complex process and the logistics involved in the administration and giving of flu and Covid injections. The powers that be change the guidelines frequently and the whole situation is a complete nightmare. Sadly any injections administered after November 1st this year will not attract a fee. The injections are ordered about a year in advance based on the previous years numbers. Unfortunately because of the time taken giving these jabs there has been a knock-on effect with dressing appointments etc. now being scarce.

These injections should be given in an NHS approved site but other sites are known to be used.

Louise Webb talked members fully through the process by which the patient advisors respond to phone calls for appointments and how they guide the patient to the right clinician working on the traffic light system of green, amber and red. There is a finite number of 'on the day' appointments. Approximately 80 calls a day are received.

There is now a physiotherapist on the premises twice a week.

Patients may also be directed to one of the following services if appropriate - eye service, breast services, asthma service, social prescriber.

In the case of 999 calls the response by the ambulance service is quicker from a private number than from the surgery.

Louise had put an excellent description on Facebook very recently. Unfortunately there are a few patients who object to being asked questions but the abuse level is low. Each member was given a pack explaining the process thoroughly and recent survey results. The last CQC inspection had taken 10 hours. It is thought that involving the community more would raise the surgery result to outstanding!

Members questions

Louise answered the following queries –

Why is the name of the doctor referring often different when attending a hospital appointment? *Surgery records are kept up to date but hospital records sadly not so!*

When a GP retires does his patient list automatically get transferred to the new GP? *Yes*

Can GP's influence waiting lists? *No*

Is the two-week cancer rule still working? *Yes*

The new world of seeing a doctor? *Telephone consultations help with the ratio being one third telephone, two thirds face to face.*

Four Marks pharmacy situation? *The pharmacy is currently struggling badly with the workload and having a different pharmacist almost every day. Sadly this is reflecting on the surgery.*

The patients who live within a mile as the crow flies from a pharmacy are unable to get their medication from the surgery dispensary and must get it from a pharmacy of their choice. This is a historical rule. If there is a problem with an order for medication the surgery has a tracking system for each prescription and can give a tracking number if there is an issue.

Improving patient experience

The group must do what is achievable for the group.

Areas of complaint – not really other than generally trivial issues.

Also to be discussed at the next meeting are the patient surveys.

Health Education

Topics for future sessions on health education suggested were healthy living, diabetes, cardiology all of which should be popular with patients. Plans for these talks will be discussed fully at the next meeting. With a target to hold a talk in the Spring. Evening meetings are favoured after the winter months.

Dates for future meetings

Tuesday January 30th 3pm

Tuesday April 23rd 3pm

Tuesday July 16th 3pm

Tuesday October 8th 3pm.

Actions

LW to provide space on the surgery website for PPG

LW to post an article in Four Marks and Medstead News to gauge patient response and number for a future talk

JK to find a consultant and topic for the Spring talk

