



## **PATIENT PARTICIPATION GROUP**

### **Minutes of Meeting – Friday 15 March 2019 at 11.00am**

	<b>Action</b>	<b>Discussion</b>	<b>Completed</b>
1)	<b>Welcome, introductions, confidentiality agreement, apologies</b>	<ul style="list-style-type: none"> <li>• New members welcomed to the PPG.</li> <li>• Introductions given, confidentiality agreement signed by new members.</li> <li>• Apologies received from 3 Practice patients who had expressed an interest in joining the PPG/attend meeting. It is hoped that they will be able to attend our next meeting and join the PPG. KPJ will email June 2019 Agenda out to all in due course.</li> </ul>	
2)	<b>Review of Minutes from 7 December 2018</b>	<ul style="list-style-type: none"> <li>• Wychavon census results reviewed:                             <ul style="list-style-type: none"> <li>○ xx requested further clarification re 91% of residents born in England:                                     <ul style="list-style-type: none"> <li>▪ The Practice is not able to search birth places.</li> </ul> </li> <li>○ xx requested a further breakdown of the census pie chart as the colours are difficult to differentiate.                                     <ul style="list-style-type: none"> <li>▪ KPJ will forward.</li> </ul> </li> </ul> </li> </ul>	
3)	<b>2018/2019 General Medical Services (GMS) contract</b>	<ul style="list-style-type: none"> <li>• Following GMS contract emailed to PPG members prior to meeting for their review:                             <ul style="list-style-type: none"> <li>○ xx reflected at the PPG meeting that Practices work within Government guidance on improving general practice access.</li> <li>○ xx asked whether the Practice sends e-Referrals to secondary care:                                     <ul style="list-style-type: none"> <li>▪ All referrals unless they are for direct access are sent via e-Referral.</li> </ul> </li> <li>○ Clarification requested around Electronic Prescription Service (EPS):                                     <ul style="list-style-type: none"> <li>▪ The Practice dispensary is currently awaiting clinical software to enable us to</li> </ul> </li> </ul> </li> </ul>	

		<p>offer this service which will allow prescriptions to be sent electronically to the pharmacy of patients' choice.</p> <ul style="list-style-type: none"> <li>▪ Patients can opt out of this service and have prescriptions given to them by the clinician instead.</li> <li>▪ Patients are able to telephone the Practice dispensary directly on 01386 768131 from 9.00am to 10.00am to order their repeat prescriptions.</li> <li>▪ Dispensary also has a Friday delivery service for elderly/rural living patients who live within a 3 mile radius of the Practice.</li> </ul> <ul style="list-style-type: none"> <li>○ xx queried the Practice cyber and data security policy: <ul style="list-style-type: none"> <li>▪ The Practice is fully protected and we are audited for data security.</li> </ul> </li> <li>○ Data gathering and traceability: <ul style="list-style-type: none"> <li>▪ The Practice codes all clinical procedures and we can identify when there is a gap in services, for example, Springfield Mind are now offering a counselling service.</li> </ul> </li> </ul>	
4)	<b>PPG event 1 March 2019 brief</b>	<ul style="list-style-type: none"> <li>• Thank you xx for attending the PPG event on 1 March. Please find attached xx Power Point presentation following her attendance for PPG members' review. Points raised following presentation: <ul style="list-style-type: none"> <li>○ xx queried continuity of GP care: <ul style="list-style-type: none"> <li>▪ On Practice registration, patients are registered with a 'Usual GP' who will be responsible for their overall care. Patients are welcome to see any other clinician.</li> </ul> </li> <li>○ xx noticed that NHS providers do not use uniform clinical computer systems.</li> </ul> </li> </ul>	
5)	<b>Healthy Heart Programme</b>	<ul style="list-style-type: none"> <li>• Thank you xx for Health Heart presentation (attached). <ul style="list-style-type: none"> <li>○ Discussion around whether the Practice would consider providing group workshops with talks/videos for patients sharing similar medical problems. KPJ will discuss within the Practice for discussion at next meeting.</li> </ul> </li> </ul>	
6)	<b>Explanation of Practice appointments system</b>	<ul style="list-style-type: none"> <li>• Thank you xx for appointment system explanation. A copy of our appointments system leaflet is attached (Attachment One): <ul style="list-style-type: none"> <li>○ xx requested an appointment booking flow chart.</li> </ul> </li> </ul>	

		<ul style="list-style-type: none"> <li>▪ KPJ will do.</li> </ul>	
7)	<b>Patient survey for Q4</b>	<ul style="list-style-type: none"> <li>• Thank you to those PPG members who are available to help with this. Date agreed 8 April at 9.30am: <ul style="list-style-type: none"> <li>○ Survey reviewed and suggestions made.</li> <li>○ Results of survey for discussion at next meeting.</li> </ul> </li> </ul>	
8)	<b>Suggested PPG activities</b>	<ul style="list-style-type: none"> <li>• Suggestion from PPG whether the Practice would consider providing group workshops with talks/videos for patients sharing similar medical condition problems. KPJ will discuss within the Practice for discussion at next meeting.</li> </ul>	
9)	<b>AOB</b>	<ul style="list-style-type: none"> <li>• Agenda items/suggestions from PPG for next meeting to be emailed to KPJ please.</li> </ul>	
10)	<b>Date of next meetings</b>	<p>All PPG meetings at 11.00am at MGMP:</p> <ul style="list-style-type: none"> <li>• Friday 14 June 2019</li> <li>• Friday 13 September 2019</li> <li>• Friday 13 December 2019</li> </ul>	

## MERSTOW GREEN MEDICAL PRACTICE

# APPOINTMENTS

### Appointments/enquiries

The Triage Team assess all enquiries to improve access to our services. The Triage Team work with and are supervised by the Duty GP. They will ask for clinical information in order to direct you to the most appropriate clinician and the most appropriate appointment. All surgeries are by appointment. Appointments can be made in person, by telephone or online. You are able to access appointments online for your responsible GP, salaried and locum GPs.

### GP appointments

We have introduced a pre-bookable telephone GP consultation service to reduce waiting times and improve patient care. These appointments are available to book 2 weeks in advance. The GP will call you on the day and time of your appointment (within one hour). During this consultation they will assess your need and if they are unable to deal with your request over the telephone, they will book a face to face appointment that day or in the future and arrange any investigations required. The same GP will then follow up any investigations or further appointment needed. This system will give you the continuity of care and avoid you having to make unnecessary trips to the Practice. Our Triage Team will no longer offer face to face appointments with a GP.

### Improved access appointments

We now offer GP routine face to face improved access appointments (on occasion telephone consultations) for our patients to be seen (subject to availability) at The Hub which is at The Riverside Surgery, Evesham, Monday to Friday from 6.30pm to 8.00pm and weekends from 8.00am to 12noon. When the appointment is made for you, you will be asked to consent to registering to this service and for the clinician to view your medical record.

Please speak to the Practice during surgery hours if you wish to be booked into this service.

**Between the hours of 6.30pm to 8.00pm weekdays, 8.00am to 12noon weekends, you will be able to telephone the Worcester Hub directly on 01905 789061 to book/cancel your appointment.** The Reception staff based there will receive your call and will be able to book your appointment into one of the 5 Hubs, depending on availability and whether it is appropriate.

### Non-attendance of appointments

If you are unable to attend for your appointment, please let us know so that we can offer this to another patient.

### Urgent appointments

If you feel your need is urgent and necessary for the day, you need to contact the Practice between 8.00am-11.00am. Our Triage Team (under supervision of a GP) will ask for clinical information in order to direct you to the most appropriate clinician. The team will then arrange for you to have a telephone consultation from a clinician in our 'On Day Duty Team' to assess your need over the telephone. The On Day Duty Team will book a face to face appointment for you if necessary.

If you are at our reception desk and wish to discuss anything in private, please ask the patient liaison team on the reception desk for the use of our dedicated interview room or complete a Triage Assessment Form.

**Urgent appointments are not for repeat prescriptions, fitness for work certificates or for signing forms.**

### **Minor ailments Nurse Practitioner**

This Nurse Practitioner is part of the On Day Duty Team.

### **Home visits**

Home visits should only be required for those who are unable to come to the Practice because of serious illness and infirmity. They should be requested between 8.00am-11.00am. Whenever possible we prefer to see you at the Practice. If you do not feel well enough to sit in the waiting room, we can make alternative arrangements and allocate an alternative room for you to wait in.

### **Healthcare/Nurse/Clinics/Other services**

All surgeries are by appointment only and are available up to 4 weeks in advance. We offer chronic disease, childhood immunisations, ear irrigation, antenatal, healthcare, Practice Nurse and travel clinics (you will need to complete a travel form before you are able to book your appointment. Please collect from the reception desk or download from our website).

### **Prescriptions**

Routine requests for repeat prescriptions will be dealt with within 48 hours. This can be in person or by telephoning 01386 768131 between 9.00am-10.00am.

You can also post your repeat prescription request or request online once registered on Patient Access.

### **Chaperones**

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP.

### **Out of hours**

If you have an urgent problem when the Practice is closed, please ring 111. Your call will be answered by the OOH Service. Please note that when contacting them, your telephone conversation will be recorded.

NHS Direct telephone: 111

NHS Direct website: [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

### **Disabled access**

There is automatic front door access suitable for wheelchairs on entering the Practice. There are disabled toilets in the waiting room. There is a Practice wheelchair available to use whilst in the Practice.

## **Teaching and Research**

As a teaching Practice, medical students spend part of their training with us. We would value your co-operation with this, but we understand if you do not want to be involved.

## **Data protection**

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 1984. The Act protects data held on the computer system.

If you wish a member of your family to have access to your medical record/test results, please complete a consent form which is available from the patient liaison team on the reception desk. This consent will remain on your record until you inform us in writing that you wish for their name to be removed.

## **Other leaflets**

You will find a wide variety of Practice leaflets which will inform you of all the services that we provide for our patients. These include Registrations, Comments and Complaints, Non-attendance of Appointments and Patient Access leaflets.

If you require any information on any service, please ask the patient liaison team on the reception desk.

## Surgery opening times

	<b>Surgery</b>	<b>Dispensary (closed lunch 1.00pm-2.00pm)</b>
Monday	8.00am-6.30pm	8.00am-6.00pm
Tuesday	8.00am-6.30pm	8.00am-6.00pm
Wednesday	8.00am-8.00pm*	8.00am-6.00pm
Thursday	8.00am-8.00pm*	8.00am-6.00pm
Friday	8.00am-6.30pm	8.00am-6.00pm
Saturday	Closed	Closed
Sunday	Closed	Closed

\* Please note that the extended hours appointments from 6.30pm to 8.00pm are by arrangement only and not for walk-in. The Practice doors will be locked to the general public after 6.00pm daily. Should you require assistance the Practice is open for telephone enquiries until 6.30pm.

## Telephone numbers

Emergencies	01386 765600	'Press 1
Appointments and home visits	01386 765600	'Press 2'
Prescriptions (9.00am-10.00am)	01386 768131	
Dispensary enquiries	01386 765600	'Press 3'
Results (1.00pm-3.00pm)	01386 765600	'Press 4'
Enquiries	01386 765600	'Press 5'
Fax number	01386 768189	

### Partners

**Dr John Egan**  
**Dr Emma Shackley**  
**Dr Holly Ash**  
**Dr Chethan Reddy**

### Salaried GPs

**Dr Katie Reeve**  
**Dr Siddarth Viswanath**  
**Dr Yuliya Gonzalez Sanchez**

**The Freedom of Information Act** gives you the right to request information held by a public sector organisation. Unless there is a good reason, the organisation must provide the information within 20 working days. Please contact the Patient Liaison Team on the reception desk.