

PATIENT PARTICIPATION FORUM MEETING

MONDAY 6th November 2017 from 7 pm Meeting Room Central Surgery Barton

Present: George Ducker
Robert Lyden
Sue Wright
Deepak Gone
Danielle Wharton

Apologies: Anita Blakeston, Helen Harris, Stephen Bennett, Ursula Vickerton

- 1 Minutes of the meeting held on Monday 4th September 2017
 - Nil to note
- 2 Matters arising
 - None
- 3 Update on Central Surgery from 3rd April onwards, any changes to services and staff
 - Currently advertising for an additional GP- GD queried about obtaining an international GP to work at the practice due to a pilot that was discussed on Look North. DG and DW advised that this is something the practice had looked into but involves the GP requiring a lot of support- something which the practice currently does not have the resources for.
- 4 Summary Compliments/Complaints/ Friends and Family/ Survey/CQC?
 - Outline of Friends and Family discussed.
 - CQC visit- rated good in all areas, the few things raised were as follows:
 - The standard operating procedures in dispensary. The process of medications being given to shops for patients to collect although clear up to the point of being given to the shops and the shops taking in the medications and processing correctly, what happens once the shops obtain the medication was not clearly written down. This has now been corrected.
 - Atropine was not stocked in the crash bag
 - Specific infection control training needed to be obtained for the infection control nurse

These were all corrected immediately following CQC. The surgery was praised on its wound care service and INR service both of which Central Surgery is the only practice in North Lincolnshire to provide this service. The feedback from patients found that the appointment system is not satisfactory and patients struggle to access the practice via telephone, however patients felt they were treated with dignity and respect and trusted the GPs clinical judgement. It was discussed that the appointment system needs to be reviewed, however many suggestions that are made are things that have already been tried and it has been found that the current system ensures patients are seen when needed.

5 Any Other Business

- Query regarding procedure with referrals. DG advised that hospital letters are only sent with outcomes but the surgery is not aware of any delays in the interim once a patient has been referred. The patient should therefore contact either the hospital secretary (dependant on what stage of the process) if they do not receive appointments etc. when advised they will.
- Query regarding policy for elderly patients being discharged. The GP will make contact with the patient dependant on the outcome of the discharge, the reason for being in hospital or what action needs to be taken from the discharge i.e. change in medication.
- Electronic Prescribing Service. This is a contentious issue at the moment as DW has been approached by the Town Council and Liberal Democrats with regards to 'switching on' electronic prescribing. This is currently not a flawless system and it is known that practices have turned it on to only have to turn it off again a few weeks later, causing a lot of disruption and a potential safety risk with missing prescriptions. DG is attending a meeting on 7th November with regards to the system so will feed back next meeting.
- Query regarding advertising the appointment system on the TV screen, this is something DW is aware needs updating and will look to add more relevant information.

6 Arrangements for our next meeting

8th January 2017