

Notes for PPG Meeting	<h1>Hellesdon Medical Practice</h1> <h2>Saturday 17 June 2017</h2>
----------------------------------	--

Chair: Attendees:	Simon Farrow – Practice Manager Judith Aldred, Ruth Wright, Clifford Finch, Sue Heistand, Margaret Carey, Peter Mottram. Apologise from Diane Finch.
------------------------------------	--

Welcome

Simon welcomed the group and apologised for the long break since last year's meeting due to his extended sick leave. Simon said he wanted to use this meeting to update the group on new developments since the last meeting and then to have a group discussion regarding how the practice is operating at the moment.

One Norwich

One Norwich is a confederation of all the GPs practices within the city of Norwich which has been formed in response to the increasing pressures on general practice. The aim of the group is to look many work streams that can help GP practices work at scale and take some of the work away from the actual practice. It was explained that a pilot is currently being run by the group which brings together 8 disciplines which a GP normally has to contact separately when a patient is in crisis. The acronym for this group is NEAT and it was thought that this would be a great help as one of the pressures on GPs is when a patient goes into crisis late in the day or on a Friday and the GP has to phone 8 different referral points to try and get the help that is needed to the patient.

One Norwich has also tested and supplied to practices a computer programme, known as Ardens, which helps streamline the consultation and unify the way that practices record information in SystemOne so that practices will be able to work closer together.

One Norwich has also supplied a SMS messaging system as it is thought that the currently funded NHS system will be withdrawn shortly. Mjog allows the practice to send appointment confirmation and reminders and uniquely also allows the patient to text back to cancel appointments but it goes beyond this in that it can be used to send any sort of messages out to patients, such as reminders for flu campaign and allows them to come back and book into the system directly.

Last Meeting

At last year's meeting the group had been talking about the problems with availability of appointments to see people and in response to this the practice has now employed a new Nurse Practitioner who will be starting work on the 19 June 2017 and will be up and running within 2 weeks to take the pressure off the appointments availability. The group welcomed this development in response to patient comments.

Label Printer

A small development is that a label printer has been purchased for the practice which will sit on the front desk and link directly into the clinical appointment system, allowing a label to be printed out giving the details of an appointment booked to the patient, rather than it having to be handwritten and taking away the possibility of error and misinterpretation that happens from time to time.

Website

The group were introduced to the new website that the practice has put together, showing them how patients can use this website to respond online to the practice.

Group Discussion

The Open Day was briefly discussed which took place last year, at the prompting of the patient group, and it was thought to have been a successful day with attendance from Age Concern, the Council's Handyman Support Service, Fire Service, and the ability for patients to drop in for advice. It was suggested at the time of the Open Day that a further Open Day might be useful, linked in some way to the flu clinics which would give a greater number of patients flowing through the information that is available.

Text Messages

The group said they had had some experience of the Mjog text messages, and thought that it was important that the wording of the messages was carefully considered, as it did not feel entirely apparent that the text message was a genuine message from the surgery.

Blood Results

One member of the group said that she had experienced problems with being given details of blood test results as the receptionist would only state that the doctor had said they were normal, but did not want to go into detail as they were not medically trained. SJF said he would discuss this with the GP to see if anything could be done and if it was OK to give out the detailed blood test results to patients, which it should be.

Pharmacy – Flu Injections

The group again mentioned problems that they had experienced with the local pharmacy and prescribing, and also the group understood that local pharmacies would now market their ability to give the NHS flu jab but that then diverted funds from the practice and they felt an early campaign of education and script messages and posters would be useful. Mjog would be used to help with this. It was suggested that flu bulletin A5 slip could be left in the waiting room.

Annex

One member of the group said that they had witnessed confusion for patients when being asked to go to the doctors' room when the room was in the Annex. It was agreed that something would be done to help signpost this. Perhaps a message on screen when the patient booked in.

TV Screen in Waiting Room

A discussion was had around the use of large TV screens in waiting rooms and SJF said that he had tested the water to see if any funding was available for the practice to obtain one of these screens, but the groups' general opinion was that they were not particularly useful in waiting rooms. Where they has experienced them in other surgeries, they felt they had too much information, often were not kept up to date, and so they did not feel that this was something we should spend time on.

Trainees

SJF updated the group on trainees currently working at the practice, and new ones due to start in August.

Finally

The group thanked the surgery for the continuing good performance, and the meeting closed at 10.45am.