

## **Milton Surgery Patient Participation Group**

**Date:** 19 January 2016  
**Time:** 7pm  
**Venue:** Milton Surgery

Minutes:

### **a. Present:**

Chris Thomas (CT) (committee Member)  
Hazel Smith (HS) (committee member)  
Susan Nunn (SN) (committee member)  
Sally Bradley (SB) (committee member)  
John Uttin (JU) (committee member)  
Bryan Betson (BB) (chairperson)  
Pam Vincett (PV) Practice Manager)  
Angie Carpenter (AC) (secretary)

### **b. Apologies**

Barrie Line  
Bob Payne  
Norma Kay

### **c. Acceptance of last minutes**

### **d. The way forward:**

PV advised the PPG of the way forward for 2016:

To continue investigating Federating.

To ensure the new nurses and reception staff become well established within the practice.

To continue to look at Government targets as a practice.

To continue undertaking NHS Health Checks.

Buddy System/Diabetes support – there has been no response as yet from any patient. PV will present it again at the next practice meeting.

### **e. Any other business:**

New staff - PV advised us that there are now 4 new staff at the surgery. Gill, Kayleigh, Gail and Louisa. All will be acting as receptionist/secretary, and it is hoped in their combined roles the

team will be able to offer a more flexible approach in the administration of the surgery.

PV and experienced staff are currently involved in the training of the new reception staff and ask patients to understand that there may be teething problems. Please be patient if there are hold-ups at reception at this busy time. New Staff are all wearing clearly identifiable name badges.

Practice nurse Pat retires on Feb 24<sup>th</sup>, and a new nurse, Sarah, is starting on Feb 15<sup>th</sup>. New nurses will be undergoing training in Asthma and Diabetes, and until they are ready the practice will be bringing in locum staff to cover these specialities.

PV apologises to those patients experiencing problems with their prescriptions last month. She explained that some 20 – 30 prescriptions were placed in the 'finished' file rather than the 'to do' file and then placed directly into the destruction bin, pure error. The system has now been refined and there should be no further problems.

PV advised the group that some patients were confused when they picked up their medication from the pharmacy that they had received medications new to them. This occurred because the GP had changed the medication for the patient and the prescription had been forwarded to Tesco and the patient was unaware of the change. Tesco now let patients know when their medication is ready for collection and the surgery's letter is in transit. The surgery is looking into a better way of advising the patient of any changes to their prescriptions to ensure this does not happen again.

PV advised the PPG that there have been some problems experienced with some patients calling the surgery. There have been incidences when practice staff have been cut off abruptly by the caller. This is often linked to the difficulties that can be experienced by staff being unable to match exact appointment requirements for the caller. Rather than wait to hear what alternative appointments may be available, callers have been ringing off. PV would like to advise anyone calling into the surgery, that staff all do their very best to satisfy patients' requirements, and that if unable, do their best to make alternative suitable appointments. PV will also be looking into how conversations are worded, and ensure that an explanation is

given early in the telephone conversation regarding the appointments procedure, in order to avoid any misunderstanding on behalf of the patient.

Community Café and Baby Group are both going well. As always, the Community Café are looking for drivers willing to take and pick up from the community centre. Please contact Sue Nunn on: 01223 861747.

Milton Surgery website – CT was asking if there were any stats on how many visitors there had been to the website and what they were particularly interested in? He will follow this up with PV as changing trends may influence what is made available on this site.

The introduction of Tracey Ebbon as **Community Navigator** (CN) was missed in the last Village View and will be included in the next one. It just missed the last publication deadline. The PPG would like to remind people that CN is fulfilling an important role in the community, and is available to advise older, disabled people and their carers on where and how to find help in the community. As a 'navigator' she will point you in the right direction in order to help you deal with issues. SN will arrange a CN visit to the Community Café. Next Community Cafe is Tuesday 26 January at 2.30pm in the community centre.

Chloe, health care assistant (HCA) has rearranged the notice/information boards in the surgery with PPG assistance, and it is hoped that now they are less cluttered they will more easily read.

Discussion followed on whether staff should identify themselves by name on the telephone? Pro's and con's were discussed but it was felt that a name would always be forthcoming if there were a problem.

PV advised the group that the practice has fewer appointments than the demand at the present time, with seasonal illness and virus about, but they are doing their best to improve this situation.

Federating was discussed and PV advises us that the practice is showing an interest at this time. In time there may well be a change to general practice and practices, and how they are run. It is hoped any changes will incorporate a financially viable and a continuing

patient orientated service without losing their own particular identity.

Shingles injection – SN was asking about this and who is getting it. PV advised that the programme is being run out across different age groups, and that it is undertaking a bottom up and top down approach (starting at the youngest and working up through the ages, and working down from the older ages). This programme is under the control of the Public Health Department.

Flu jabs – the surgery still has about 40 left which means they were very close to target.

Key pads on patients' doors were discussed and it was suggested that the patient could possibly give the surgery their key pad number along with their permission to pass this number onto the emergency services if necessary. This follows personal reports of acquaintances of the PPG collapsing and emergency services having found it difficult to access their homes.

Landbeach singing group – Numbers small but doing well. The group is now free and they meet at the Baptist Chapel, Landbeach, Thursdays at 11am . Persons suffering from mental health problems and their carers are all welcome.

The possibility of holding a "Health Fayre" in the community centre was discussed as there will be no Milton Summer fair this year. A sub-committee will be formed and the matter discussed.

**f. Next Meeting:** Tuesday 15 March 2016.

**g. Close of meeting.**

