

# Newbury Green Medical Practice

Patient Participation Group  
Newbury Place Health Centre  
17<sup>th</sup> May 2018 @ 6:30pm

## Minutes

### Present:

Dr Simon Joseph (SJ) GP Partner (Newbury Green)  
David Flinn (DF) Practice Manager – Acting Chair  
4 female patients (DG, GD, BM, LE)  
4 male patients (RB, CD, MC, DR)

### Apologies:

Dr Deborah Larah GP Senior Partner  
Jennifer Collins (JEC) Practice PPG Representative (Admin)  
4 patients (JB, NB, ND, WL)

Item		Action
1.	<b>Introduction</b>  DF welcomed patients to the meeting and thanked those present for attending on the evening and for giving up their valuable time.  As there were some patients new to the meeting format, DF quickly went over the ground rules in that this was not a forum to discuss individual issues or problems, but a more general discussion about how services to patients could be improved and/or expanded. This will be continually reviewed on a meeting-by-meeting basis depending on if, and when new members join.	<b>DF to add new patients on to email distribution list</b>
2.	<b>Apologies</b>  Noted from JB, NB, ND, WL, JEC and Dr Larah	
3.	<b>Minutes of last meeting</b>  Members reviewed the minutes from the previous meeting on January 11 <sup>th</sup> 2018 and agreed they were a true representation of the discussion  DF then gave a brief overview about relevant issues from the last meeting and an update on the actions from that meeting.	

	<p>DF advised that following the discussion and question raised last time, there was still no on-line booking access to the Salford-Wide Extended Access Project (SWEAP) although the computer systems were continually being looked at with regard how they can be developed to improve the service for patients.</p> <p>LE commented that the SWEAP service was good and practical and this opinion was echoed by several of the group members.</p>	
<p><b>4. Guests / Services</b></p>	<p>Planned guest had unfortunately had to cancel at short notice so there was no speaker or presentation this evening</p> <p>Group members were again asked to let DF know about any person(s) or organisations they would like to see represented at future meetings</p>	
<p><b>5. General Updates</b></p>	<p>DF suggested that the group may like to be advised about some headlines concerning activity across both the local Broughton neighbourhood and where appropriate, perhaps Salford city in general. These issues were literally one-liners that may be of interest to those who might pay slightly more attention to the overall healthcare picture and on this occasion included:</p> <ul style="list-style-type: none"> <li>• Some information about the new Ingleside birthing unit and some general statistics about maternity services across Greater Manchester / East Cheshire</li> <li>• Performance of the ambulance services being reviewed</li> <li>• Increased focus on patient experience with dashboard information on each practice available to all patients</li> <li>• Development of the Care Navigation process upskilling practice staff to provide greater flexibility in supporting patients with specific conditions</li> <li>• Potential for closer working with Salford City Council to enable service provision to be more efficient and flexible</li> </ul> <p>The group indicated that it was interesting to hear about some of these issues and they would like to be informed as much as possible at future meetings. DF also advised that many of the CCG meeting minutes containing further details were available for the public to read on the CCG website and EC suggested that a link to this website be added to the practice's own site.</p>	<p><b>DF to investigate possibility of adding link to Salford CCG website to the practice's own information</b></p>

## 6. Staff

DF gave the group an update on the situation regarding clinical staff at the practice. It was announced that sadly, Dr Tanya Beaumont, one of the GP partners will be leaving at the end of July 2018 and also one of our secretaries will also be moving on in early June. The latter position will be recruited into and this may lead to a slight restructure of the back-office and administration staff but will not affect patients in any way. One minor alteration that could be confirmed at this time was the slight change in designation of Miss Jennifer Collins (Administration Supervisor) and Mrs Pauline Longsdon (Reception Supervisor) who will both become "Office Supervisor" with effect from 1<sup>st</sup> June as this designation more accurately reflects the roles they have through collaborative working rather than specific responsibilities.

In addition, DF was pleased to confirm that despite the much reported and ongoing recruitment difficulties in relation to employing GPs, there would be at least three new GPs joining the practice in the coming months, working a variety of sessions across the week and providing greater access for patients. As it stands, Dr Karen Nolan will be starting in early June, Dr Nick Fernandez starting as a GP Research Fellow in mid-July and Dr Carlie Gardner in early September. This was really positive news further enhanced by the information that the practice was also in the middle of the recruitment process for an additional Health Care Assistant to support the nursing team and it was expected that an appointment would be made within the coming days with the successful candidate starting in July.

DF also reminded the group that both of our Practice Nurses were now well into their respective prescribing courses which ultimately will enable us to provide better and more flexible service and that our new Physician Associate (Anna Lange), mentioned at the last PPG meeting in January started with us in March 2018 and is already providing welcome support to the clinical team.

The question was asked as to would these changes have any effect on issues such as GP access and scripts and SJ assured the group that the only effect would be to improve things and then proceed to briefly explain the current problems with various issues such as the volume of prescriptions / taking repeat prescription requests over the telephone and how the GPs and practice as a whole deal with them at the moment. In relation to prescribing DG asked about the practice / neighbourhood pharmacist and DF proceeded to give an overview of that role and to discuss with the lead pharmacist the possibility of doing some form of telephone consultation for medication changes and/or reviews.

<p><b>7. Patient Experience</b></p>	<p>At the last meeting, the group had been asked about how the information about a practice, collected from the national patient survey, was presented and how user-friendly it was. The feedback from this discussion was presented by DF to the CCG Quality Board on 20<sup>th</sup> February 2018 as part of a project to improve the information available to patients about all local GP services. At a further Quality meeting on 24<sup>th</sup> April 2018, there was a discussion with the CCG's Medical Director where a draft dashboard of information was created that contained a more simplistic but arguably more relevant to patients set of data in a much more user-friendly graphical format and it was this draft document that DF presented to the group for further comment. The main information shown included:</p> <ul style="list-style-type: none"> <li>• Friends &amp; Family Test Recommendations</li> <li>• Ease of getting through on telephone</li> <li>• 2x Quality scheme measures (1 local and 1 national)</li> <li>• The practice's mandatory training compliance</li> <li>• Infection Control Audit Results</li> <li>• CQC rating</li> <li>• A brief narrative of each measure</li> </ul> <p>The group felt that the document was very useful albeit a bit difficult to read as a single A4 page and perhaps the charts could be expanded slightly by putting the explanatory narrative on a separate page. The comment was also made that another useful piece of data to display, if available, would be the ratio of GPs/Nurses to patients and this idea will be passed to the relevant people at Salford CCG to see if it can be included.</p> <p>LE asked if services that are available for self-referral could be better advertised, perhaps on the website. DF promised to look into this and felt it should be reasonably straightforward for the practice to put details of what is possible on the website</p>	<p><b>DF will pass further feedback from the group onto appropriate people within Salford CCG</b></p> <p><b>DF to liaise with practice staff who administer website to get details added</b></p>
<p><b>8. A.O.B.</b></p>	<p>DR asked if there could be some form of handwash gel or foam in the waiting areas for patients to use. DF advised that this has been raised before albeit in our old building and that it hasn't been considered a "need" although it was fully understood why it was being requested. There is also a potential Health and Safety risk with possible misuse or leakage however, the question will be discussed with the practice partners and the landlord and response fed back to the PPG in due course.</p> <p>DR also suggested additional signs be in place detailing what extra services were available at or through the practice</p>	<p><b>DF to discuss with Partners and Landlord</b></p>

DG asked that there be signs installed by the SWEAP service at weekends advising patients that there was only one gate open to access and exit the car park. DF will ask the provider of this service to take some action

**DF to discuss with SPCT who run this service**

MC gave detailed comments about the problems he had experienced with the car park penalty notice system, problems he was aware of that other patients may have had and discussions he had with various local government representatives. He had also been kind enough to type up some of his concerns which were circulated to the group. MC then enquired as to what could be done about it could "passes" be issued and was there a better way?

DF gave the group a brief recount of why the parking management system was needed, why the particular system in use had been employed and importantly explained that the management and administration of the system was actually nothing to do with the practice directly or any other of the tenants in the building. The Practice staff do understand the frustrations of the patients who have received penalty notices but there is more than adequate signage to advise legitimate site visitors of what they need to do and it is important that some form of control is in place to ensure that there are adequate spaces provided for our patients and not for local teachers (for example) or people parking up (for free) then catching buses into the city centre. The question about issuing passes was understood, but is not really practical as not only would it become an administration problem (even if there was a system to manage it), but any "rules" to determine who may and who shouldn't get a "pass" would potentially be unfair and definitely open to constant challenge. DF thanked MC for his evident concern and passion for this topic and agreed to discuss again with the landlord

**DF will present concerns to the landlord at the next tenants meeting and feedback to the group next meeting**

Meeting adjourned at 8:15pm

**Date and Time of next meetings (provisional):**

**Thursday 20<sup>th</sup> September 2018 @ 6:30pm**

**Thursday 17<sup>th</sup> January 2019 @ 6:30pm**