

## RUSHBOTTOM LANE SURGERY

### PATIENT PARTICIPATION GROUP MEETING

#### Minutes of Meeting (final) Held on 28th January 2020

**Present:** Dr Turner, Katherine Smith Practice Manager, Cheryl Kirby (Chair), Karen Barton Reception Manager, John Hall, Debbie Dennis, June Sales, Brian Porter, Jill Reeves, Rachel Kilsby, Marie Howard (minute taker).

**Apologies:** Terry Clarke (post meeting)

	<b>Subject</b>	<b>Action by</b>
1	<p><b>Welcome, introductions and apologies.</b></p> <p>CK welcomed Katherine Smith, Practice Manager, Dr Turner standing in for Dr Chana, Karen Barton Reception Manager and Sandra Amey-Martin from Lets Keep Moving (joining us for item 2).</p>	
2	<p><b>Lets Keep Moving</b></p> <p>Sandra Amey-Martin fitness professional gave a presentation on the Lets Keep Moving activity group which commenced at Holy Church Tarpots on 21<sup>st</sup> January. The group is funded by Active Essex and is free of charge to participants with the aim to encourage older people to be more active. Sandra asked for the Surgery to consider signposting relevant patients to the group.</p>	
3	<p><b>Minutes of previous meeting and matters arising</b></p> <p>Minutes had been accepted by email and published prior to the meeting. The only matter arising is covered in item 9</p>	
4	<p><b>Car Parking</b></p> <p>There is a serious safety concern over the onsite car parking which is often overused with cars parked outside allocated spaces including along the access road which is double yellow lined. Pedestrians have been hit by cars and 3 times an ambulance has had to be called, cars have been damaged and people have been blocked in including GPs and ambulances have difficulty accessing.</p> <p>The Surgery, with CCG agreement, will be changing the access to staff and disabled patients only by placing a barrier at the start of the access road which will be lifted as required. The remainder of patients will have to park in the nearby vicinity or come by foot or public transport.</p>	

	<p>The Surgery agreed to also allow patients who had genuine reasons for having to park or be dropped off in the car park. Criteria and practical considerations to be worked out.</p> <p>KS will involve PPG members in the communications process.</p>	KS
5	<p><b>Supporting Carers in General Practice</b></p> <p>CK advised that she had met Colleen Mortensen who is contracted by Carers First to help Surgeries promote carer friendly GP practices by helping to benchmark practices and make practical suggestions and provide support, resources and guidance. KS said she would contact Colleen.</p>	KS
6	<p><b>Future of Social Prescribing at Rushbottom Lane Surgery</b></p> <p>Currently CAVS attend the Surgery 3 mornings a month and Carers First one morning as organised by the PPG.</p> <p>As from February Social Prescribing is to be formally brought into Surgeries as a NHS initiative and Social Prescribing Coordinators has been appointed by CAVS to work within PCNs. Therefore CAVS attendance will no longer be managed by the PPG and the attendance locations and times will be managed by the Benfleet PCN and CAVS.</p> <p>It was agreed that Carers First will continue to be welcome to attend in the Surgery Waiting Room on the 2<sup>nd</sup> Thursday of the month which will be managed by CK.</p>	
7	<p><b>Repeat Prescriptions and medicine availability</b></p> <p>AMG asked whether the Surgery is taking longer to sign off repeat prescriptions and whether medicine shortages were having an effect.</p> <p>Surgery responded they were completing prescriptions within the standard 3 days but the delay could be due to the pharmacies. There are shortages of some medicines and the Surgery Pharmacist informs the GPs if certain medicines are in short supply so they can choose an alternative.</p> <p>CK said she had spoken to Rowlands Pharmacy which are part of a large chain and they now add an extra day because prescriptions are fulfilled at a central location and then delivered to the pharmacy (hub and spoke model). Providing patients are aware this should not be an issue as prescriptions can be ordered up to 14 days in advance.</p> <p>CK had also spoken to Cross Pharmacy who said they fulfil prescriptions on receipt from the Surgery. If a medicine is out of stock they recommend an alternative to the GP who can then sign off a new prescription which the patient can choose whether to</p>	

	accept.	
8	<p><b>AOB</b></p> <p>KS is working with an advisory group to see if the Surgery requires improvements to be sensory impaired friendly.</p> <p>There have been complaints from patients that it is difficult to get appointments and Care Quality Commission (CQC) have visited the surgery due to a deterioration of patient satisfaction in the latest patient survey. The Surgery explained it is doing all it can with the capacity it has.</p> <p>AMG asked if the new telephone triage system is resulting in much longer telephone calls and therefore telephone wait times but the Surgery responded that the triage is necessary to allocate patients to the correct health care professional.</p> <p>Triage software is still awaited to make the system even more responsive to patient needs.</p> <p>AMG notified that they had been on the phone queue for a long time and then was cut off. The surgery explained that they were aware that there had been some drop out issues.</p> <p>KS plans to spend time each day answering calls with the Care Navigators at 8:00 am to better understand the issues. Two Care Navigators have given notice and pressure of answering calls is some of the problem</p>	
9	<p>Date of next meeting</p> <p>Surgery managers and GPs would prefer to hold the meetings at lunchtime. Some PPG members notified they would not be able to or may not be able to attend but it was decided to change the next meeting to midday with KS to propose a date and time end of April.</p>	KS

Abbreviations:

AMG: A member of the Patient Participation Group (in some places in the minutes this has been replaced with the members initials at their request)

PPG: Patients Participation Group

ANP Advanced Nurse Practitioner

PCN: Primary Care Networks

CAVS: Castlepoint Association of Voluntary Services