

Patient Participation Group Meeting Minutes

Date: 31st July 2018 at 6.00pm

Present:

Pamela Slater

Emma McGregor

Amy Gall

Patient attendees anonymised

Welcome and introductions

Pam introduced herself as part of the new management team and Emma McGregor, Practice Secretary. The rest of the group introduced themselves; all have previously attended PPG meetings.

Update from previous meetings

Pam explained the waiting room layout has been changed slightly, which has been found to be beneficial. If or when we renew our lease we could re-apply for a grant to decorate, improve seating and replace calling screens. Currently there is only one calling screen in use. Previously our grant application was declined due to only having 18 months left on the lease.

The BP Machine

The BP machine in the waiting room has proved to be beneficial; however we have found that the instructions need to be followed precisely to obtain accurate heart readings to be measured.

Staff picture board

This has been requested previously. Discussions have taken place and we are awaiting everyone's response. It looks as though this will go ahead as soon as we have time to implement it.

Lease renewal

Our lease is due for renewal in December. We have the opportunity to renew this lease or move to the Molineux NHS Centre. As yet, nothing has been confirmed either way; however it looks likely that we will remain here. There are various advantages and disadvantages to moving premises, such as:

Advantages: The building is more modern, there is more space, there is air conditioning and security is provided.

Disadvantages: Difficulty parking, there is no space to hold paper records (currently our paper records are stored in the basement). This would mean we would have to store them offsite and incur a fee.

Staffing update

GPs & Management

Pam explained her position as Patient Services Manager as part of the new Management Team, alongside Rebecca Graham, Operations Manager.

Dr Wilkins retired on the 30th May 2018.

Dr Lucy Hudson is on Maternity leave at present.

Dr Alison Craig has joined the surgery.

Dr Vandana Karn has been working here as a locum to help cover Lucy's maternity leave.

Dr Hannah Wright, previous Registrar at the surgery, is due to start on 22nd August 2018.

Pam explained the challenges of recruiting GP's as there are very few and they are highly sought after. We have been very lucky. We continue to have all female GP's at the practice due to a current shortage of male GPs

Ben Hannan, previous Business Manager/Practice Pharmacist, left in April and moved to Scotland. He does however continue to do various work for the surgery and advises on business decisions.

Administrative Staff

Our apprentice Courtney was recruited in April 2018 and has been very successful. We are therefore employing a further two apprentices in August, Katie Dixon & Evie Long.

Jennifer Galloway ,Workflow & Admin Co-ordinator, started in January 2018.

Molly Russell, Receptionist started in March 2018, though she is leaving at the end of August to start a college course.

Clinical Pharmacist

Karen Stokoe started in April 2018 as a Clinical Pharmacist. Her role includes medication reviews for long term health conditions such as asthma, COPD, diabetes and CHD etc. Karen carries out Health Checks and can advise on the management of side effects. This has proved to be very beneficial and has saved many GP appointments.

Newcastle Transformation Team

Pam advised that alongside Karen we will soon have a Pharmacy Hub based at Heaton Road Surgery. Six local practices have contributed and have signed up to this scheme, including Heaton Road Surgery. It is a two year trial and if successful, it will be rolled out nationwide.

A team of five pharmacists will deal with medication queries, hospital discharge letters, medication reviews for the six practices. This means medication queries will not be managed by the admin staff which will save the team lot of time and discussions with GPs.

Extended Hours Hub

We presently do not have direct access to book appointments at the hub due to ongoing IT issues. It can however be accessed via the 111 service. On occasions when the on-call surgery is fully booked, patients are directed use the 111 service. This is due to high patient demand. When surgeries are extensively overbooked it is deemed to be unsafe practice for both the GP and the patients.

E Consult

Pam explained that online service will be available by the end of August. This can be accessed via the Heaton Road Surgery website (not the NHS Choices website). There will be a question & answer tool which will signpost patients to the appropriate service i.e. pharmacy first or 111. Where appropriate documents will be sent to the surgery via email, to which we will respond. Each case will be closed by 6.30pm the following day. This will give patients more choice and hopefully relieve some pressure on the phone lines.

Prescription requests

Pam advised that we no longer accept prescriptions over the telephone. As we do not have call recording at present, it is felt to be unsafe to do so. We request that all prescriptions are requested by online access, post, fax, in person, or via the patient's used pharmacy (if they provide this service).

GDPR

Pam explained that GDPR was implemented on the 25th May 2018.

Requirements are that we have the following :

Data Protection Officer: Ms Liane Cotterill, Newcastle & Gateshead CCG

Caldecott Guardian: Dr L McWhor, Executive Partner

IG Lead: Dr L McWhor

Senior Information Responsible Officer: Ms Pamela Slater, Patient Services Manager

Our Privacy Notice is displayed on our practice website and in our waiting room to demonstrate fair processing of patient information .

Subject Access Requests. Patients are now able to request copies of records free of charge- unless deemed to be excessive. (1 copy per 12 months- requests for further copies of the same information is chargeable)

Solicitors are now requesting patients medical records via Subject Access Request route (SAR) and using the patients 1 year access right. Companies providing medical reports such as Premex, are also requesting full medical records in order to prepare reports.

Practices can ask patients to collect the medical records and post them on to their solicitors etc. but they are unable to insist. We request that patients confirm consent and identity by bringing photographic ID to the practice to ensure consent is valid and correct.

The main change to SARs is that we now have to copy the records free of charge and incur postage costs in many instances. Previously we were able to charge up to £50 for records. The timescale for turnaround of the records has now reduced from 40 days to 1 month. Due to this, practices are incurring extra work, which is unpaid and we currently have an influx of requests. In extreme circumstances when the timescale is unable to be met, we can request an extension.

Pam discussed that in addition, the surgery is required to implement various other measures which include transparency, childrens rights, data breaches etc. This is ongoing work which is presently being undertaken.

Virtual PPG meetings

Pam asked the group for a general opinion on implementing virtual PPG meetings. XXX advised she uses this with work and can prove to be very beneficial. It also provides the opportunity to share ideas with other groups. There can however be a delay with the link at times. XXX expressed that he would prefer face to face PPG meetings.

Overall consensus is to perhaps look into this further and possibly try out the service.

Flu Clinics

No flu clinics have been arranged as yet, however it is likely this will be arranged for end of September/beginning October, possibly a Saturday morning clinic as this has proved successful in the past.

Patient/Citizen Leaders Programme

Pam handed out Patient/Citizen Leaders Programme leaflets to the group.

XXX advised the “acorn meetings” have ceased. They have been replaced by Newcastle & Gateshead CCG/PPG meetings. These are held every two months.

AOB

XXX enquired about record requests and only being able to have one copy per 12 months. XXX gave an example of records being required for clarification when completing holiday insurance forms. Pam advised that in these instances an SAR would be advisable. She clarified the 12 month guidance stating that an initial copy of medical records could be provided free of charge however a charge would be implemented for duplicate copies of any medical records previously released within one year. It was advised that in the event of a claim being made insurance companies would usually send a form for completion by the GP and that medical records would not usually be requested.

Pam advised that Subject Access Request forms are available at reception.

Upon questioning Pam advised that she thought the E Consult Service may be limited to the Newcastle & Gateshead area however please note that this service is presently up and running across the UK.