

**Heaton Road Surgery  
Patient Group Meeting  
Tuesday 5<sup>th</sup> March 2019 at 6.15pm**

|                 |                      |            |            |
|-----------------|----------------------|------------|------------|
| <b>Present:</b> | <b>Pamela Slater</b> | <b>XXX</b> | <b>XXX</b> |
|                 | <b>Dr Amy Gall</b>   | <b>XXX</b> | <b>XXX</b> |
|                 | <b>Emma McGregor</b> | <b>XXX</b> |            |

Welcome and brief Introduction

### **Staffing**

#### **GPs**

Dr Catriona Hall will be starting in May 2019.

Dr Lucy Hudson will be returning from maternity leave in April 2019

#### **Admin/Reception**

Courtney (apprentice) has now left the Practice. We now have two apprentices (Katie & Evie) who are doing well.

Trudy started as a Medical Receptionist in January but left in February as her circumstances changed.

Kay, new Medical Receptionist has started today and has previous experience working within the NHS.

Jennifer, Workflow & Admin Co-ordinator started maternity leave in March.

XXX expressed concerns over issues she has had both when booking appointments and whilst ordering prescriptions with newer members of the team as they lack knowledge and she has been given incorrect information. It was suggested that apprentices be supported whilst on reception until fully trained and this was agreed.

#### **Nursing**

Tracy, Health Care Assistant has moved to another practice with less travel. We have a new Health Care Assistant, Lauren, who started on Feb 25<sup>th</sup> 2019.

We have also recently advertised for a Nurse Practitioner and are awaiting applications for this post. The aim is for the Nurse Practitioner to manage triage calls on a morning, therefore freeing up crucial GP time and availability of appointments. The nurse practitioner would also consult with patients as part of their role.

#### **Picture board**

Pam advised that the implementation of the staff picture board was planned following discussions at previous PPG meetings, however a member of staff refused and it was generally thought to encroach upon employees' rights. We have therefore abandoned the idea. We require employees consent to publish their names on our website and notice board etc. We have ordered new name badges and all staff will be required to wear a name badge.

### **Lease renewal**

Pam explained that we are in the process of signing a new ten year lease for the building. We did have the option of moving to the Molineux NHS Centre but have decided to remain here. It is felt we will retain our independence as a stand-alone GP surgery and there were issues regarding costing and the feasibility of moving. We are however struggling for space and are currently looking to add another consultation room by redesigning clinical rooms 3 & 4 into three clinical rooms. We are presently awaiting quotes for this work and have expressed an interest in a small premises grant which will be forwarded to Newcastle and Gateshead Clinical Commissioning Group. The completed forms for those submissions that meet the eligibility criteria and are supported by the CCG and will then be forwarded onto NHS England.

### **E-Consult**

Pam advised the group that E-consult became available at the end of August and can be accessed via the HRS website (not NHS Choices). There is a Question & Answer tool which will signpost patients to the most appropriate service. We are however currently receiving a small number of correspondence requests but not as many as we had hoped. It is advertised on our telephone message, on our website and a notice board is in reception and hope to get more interest.

All PPG members at the meeting are yet to trial the service.

### **Extended Access**

Previous IT issues have been resolved and we are now able to book into the extended access hub at Molineux NHS Centre, which has proved very successful. This service can also be accessed via the 111 service and other GP surgeries which relieves some of the pressure when the surgery is fully booked.

### **Feedback on Signposting**

Pam explained that our CCG has encouraged practices to implement signposting. Most practices now use signposting in order to direct patients to the best person for their care. Due to patient demand the way in which we provide care is changing. We have more advanced nurses, pharmacists, health care assistants, phlebotomists etc to manage patients care.

Pam asked the group what their thoughts were regarding signposting and how it is being managed by the practice.

Xxxx provided good feedback following her personal experience and this was helpful. Xxxx suggested we advertise the services we offer and which routes to take in reception which would be helpful to patients going forward. Pam will look into this further.

### **Flu Campaign**

Pam discussed that overall our flu campaign went very well. We ran three flu clinics in total. There was a national supply issue with the over 65 flu vaccinations which caused some disruption for all surgeries. Otherwise we had a good uptake and have placed an order for the next flu season.

Xxxx pointed out that he continues to get a flu reminder when using the check in screen in reception and he has already had this. Dr Gall wondered if it had been coded incorrectly and will look into this further.

### **GDPR**

Pam explained that at the last meeting we discussed the implementation of GDPR on 25th May 2018 and that the surgery has had a huge increase in requests for copies of medical records and that the timescale in which we are required to provide them in has decreased to one month. Under GDPR Subject Access Records are now supplied free of charge. Solicitors, insurance companies and benefit agencies now request records via the SAR method and as such we have had to employ a further member of staff to work two days per week to manage the increasing workload. We received 14 requests for copies of medical records in December alone, alongside benefit forms, insurance forms, requests for private letters and medicals etc. All notes have to undergo checks when copied by both GP's and administration staff which proves to be time consuming.

### **Fax Machine**

Pam explained that the North of England Commissioning Support Unit have advised that surgeries and hospitals stop the use of fax machines by 1<sup>st</sup> April 2019. This is because it is felt that they are not IG appropriate. We have therefore removed our fax number from all correspondence, our website & practice stamps etc. Patients are advised to register for online access in order to request medication. We have written to nursing homes and pharmacies to advise they email their requests to us. Hospitals now email most of their clinic letters to us however some departments still use fax machines and we are awaiting email addresses from them before we can disconnect and close down our fax number.

Xxxx asked why she needed to order her prescription every two months when her medications have not changed. Dr Gall advised that we have to monitor all patients on prescribed medication and can only issue a maximum of two months each time. Some patients will have changes to repeat medication.

Xxxx also described problems she has had ordering prescriptions five days early and asked about the reasons for this. Dr Gall explained that if medication is ordered before it is due, the system will alert us to this. If the prescription is less than a week early or it is being ordered due to holiday, then this will be authorised. It was felt that On-line access was an appropriate way of ordering medication as a message could be added to advise of pending holidays etc.

Pam asked for opinions on having a separate line answering machine for prescription ordering alone. Pam explained that we are looking into providing an answering machine service for patients to order their prescriptions as this has been suggested by staff also. Some pharmacies may struggle to order patients medications once our fax machine has been disconnected therefore we are looking at alternatives for patients who do not have a computer or use the internet

**Action point:** Pam to check online prescription ordering is advertised on the notice board in reception and source leaflets for patients.

### **Call Recording**

We are in the process of implementing call recording. This is to safeguard both patients and staff. It will also be used as a training tool for staff. Patients will be advised that their call is being recorded on a telephone message. It is quite costly however we feel it is required and is long overdue.

### **AOB**

Xxxx explained that he had a review appointment at the Molineux NHS Centre but also received a reminder for this from ourselves. Xxxx asked why there had been duplication and wondered if we received correspondence of such clinic reviews when seen elsewhere. Dr Gall explained this is not always the case and unfortunately when letters are generated to send out for reviews, these are done in batches and we do not have the time or man power to check all of the patients individually and therefore can be duplicated.

Xxxx had also received a letter requesting that he make an appointment when he had already arranged an appointment with Liz.

Xxxx suggested that we correspond with patients by text rather than posting letters. Pam explained that we could look into this as an add on service and will look into the pros and cons of doing this.

Xxxx explained that she seems to see a different GP each time she attends an appointment at the surgery and wonders about continuity. She asked if each GP can see her history and medical problems when accessing her medical record. Amy advised that any diagnosis/problem is listed in a patient record for the GP to review with ease. Pam explained that when a patient joins the practice, their paper records are summarised and relevant problems/history are entered into the electronic record.

Xxxx also asked if we would take on volunteers in the future with the ever increasing workload. Pam explained that we have done this recently which has proved very beneficial and may look to pursue this in future should we be in a position to provide training.

**A date for the next PPG Meeting is to be arranged.**