

# TWO RIVERS MEDICAL CENTRE, IPSWICH PATIENT PARTICIPATION GROUP (PPG)

Minutes of the meeting held on Tuesday September 3rd at TRMC at 6.30pm

**Present:**

Anne Walker (AW), Jo Hutchinson (JH), Jenny Pickering (JP), Jean Garnham (JG), Angela Harvey (AH), Graham Smith (GS), Sally Gardiner (SG), Sue Hayes (SH), Rachel Helliar (RH) Jess Gaskell (Jess G)

AW welcomed John Morgan as an observer to the meeting.

**1. Apologies:**

Dr Knight, Pippa Sheldrake, Dr Griffin

**2. Minutes of meeting held on July 2<sup>nd</sup> 2019**

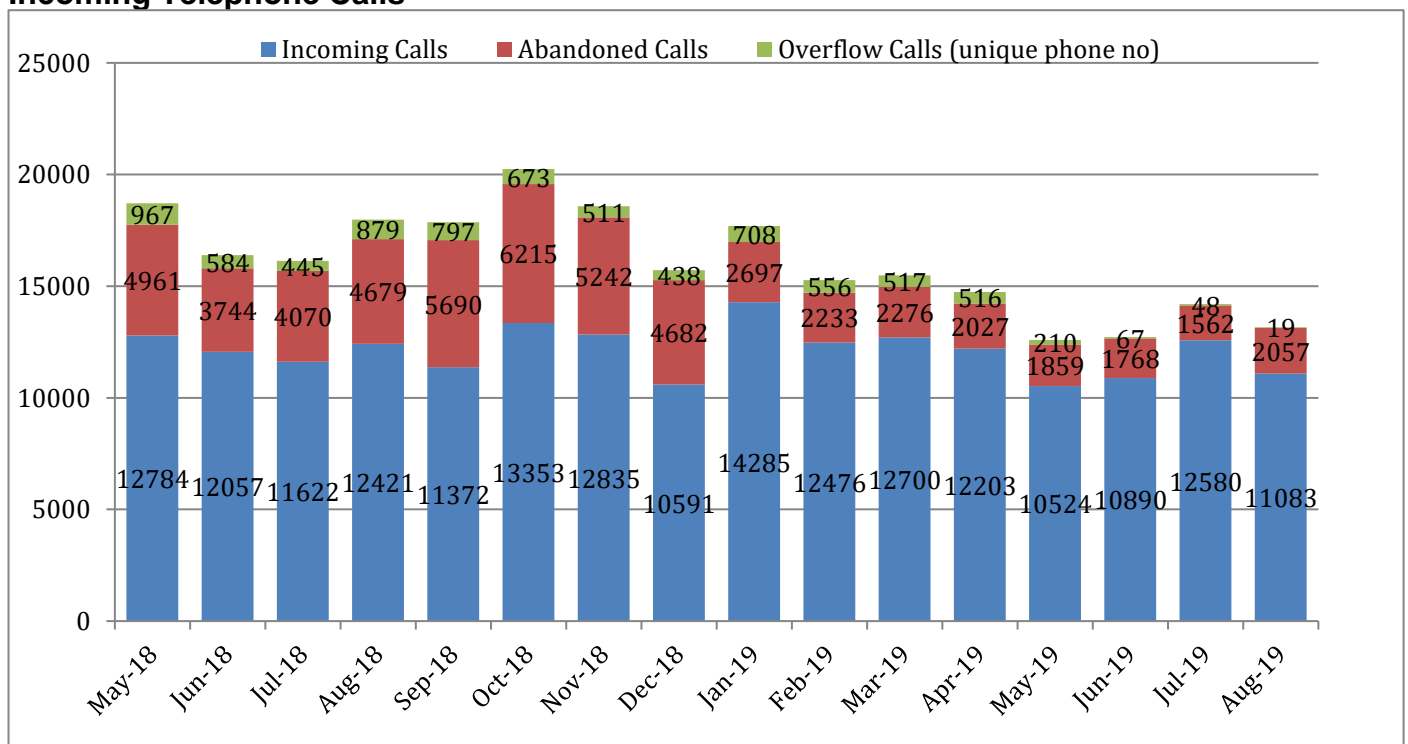
These minutes were signed as correct by AW.

**3. Matters Arising, not covered by the Agenda**

- Boots. JG said there was no further news about the service in Boots pharmacy, but RH said that she thinks Boots are only dispensing the prescriptions when the patient goes to collect the drugs. This is due to staff shortages.
- Reception. SG commented that there is usually only one receptionist at TRMC front desk leading to queues. SH and Jess G said that although reception is almost fully staffed, there has been a lot of annual leave, sickness and changes of staff, and the Practice cannot always cover the absences.
- AW suggested a notice be put out to apologise to patients for the 'delay caused by staff sickness' at times of staff shortage. Jess G
- SH thought an automatic apology from the receptionists would be nice for patients who were known to have been waiting on the phone for a long period. Jess G
- Phone message re Care Navigation has now been implemented.

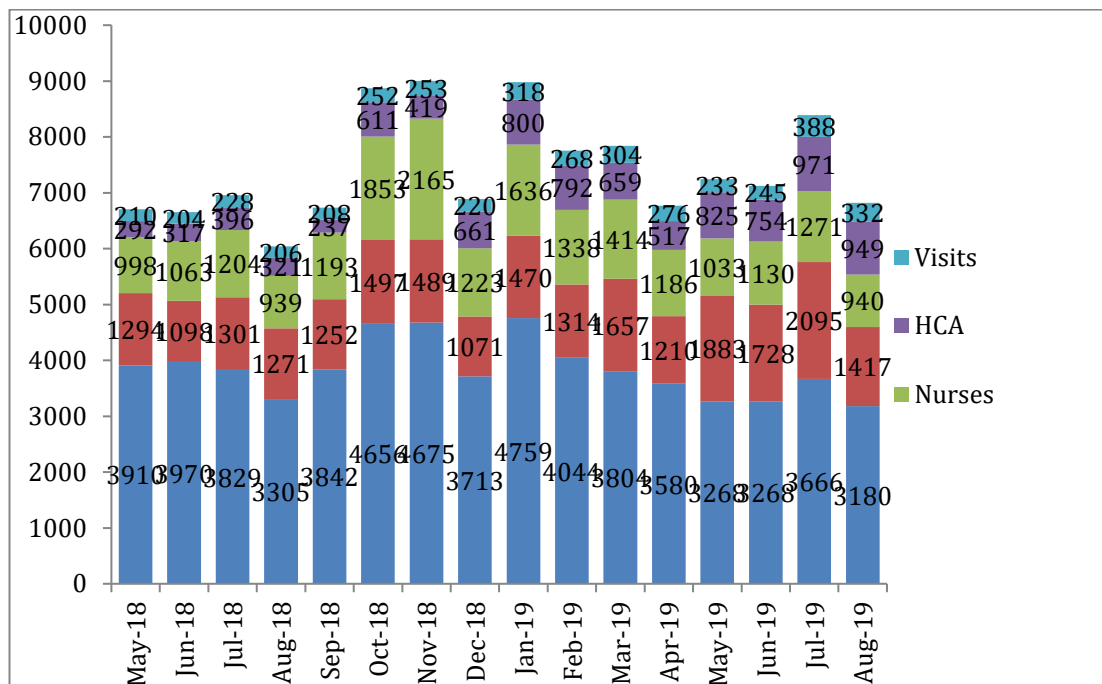
**4. Practice report and staff changes. Rachel Helliar.**

**Incoming Telephone Calls**

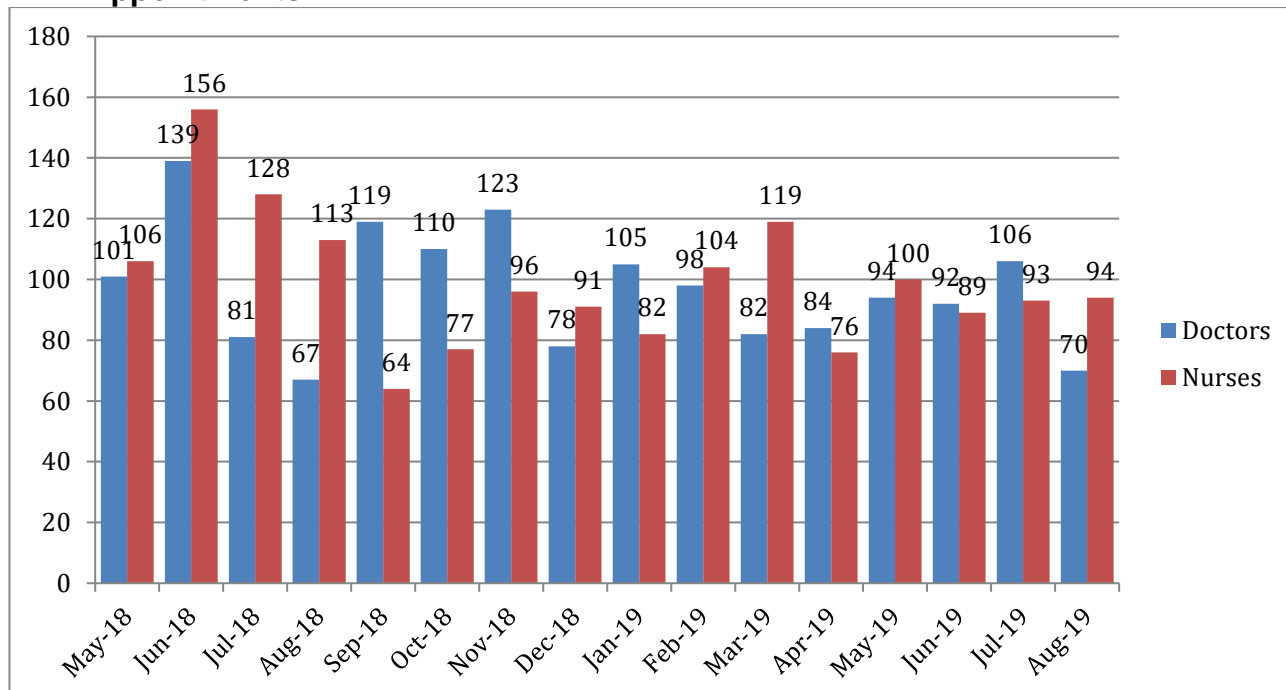


On 5 May 2019 TRMC increased the telephone call queue length to 40 calls to see if that reduced the volume of overflow calls, which it has, to give a better service to patients

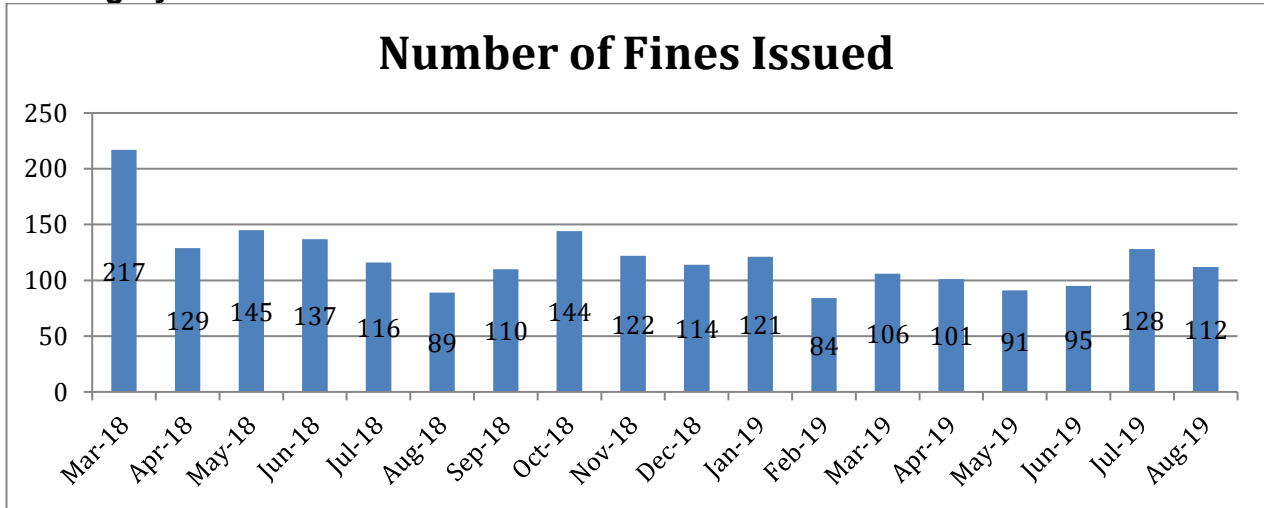
### Appointments



### DNA Appointments

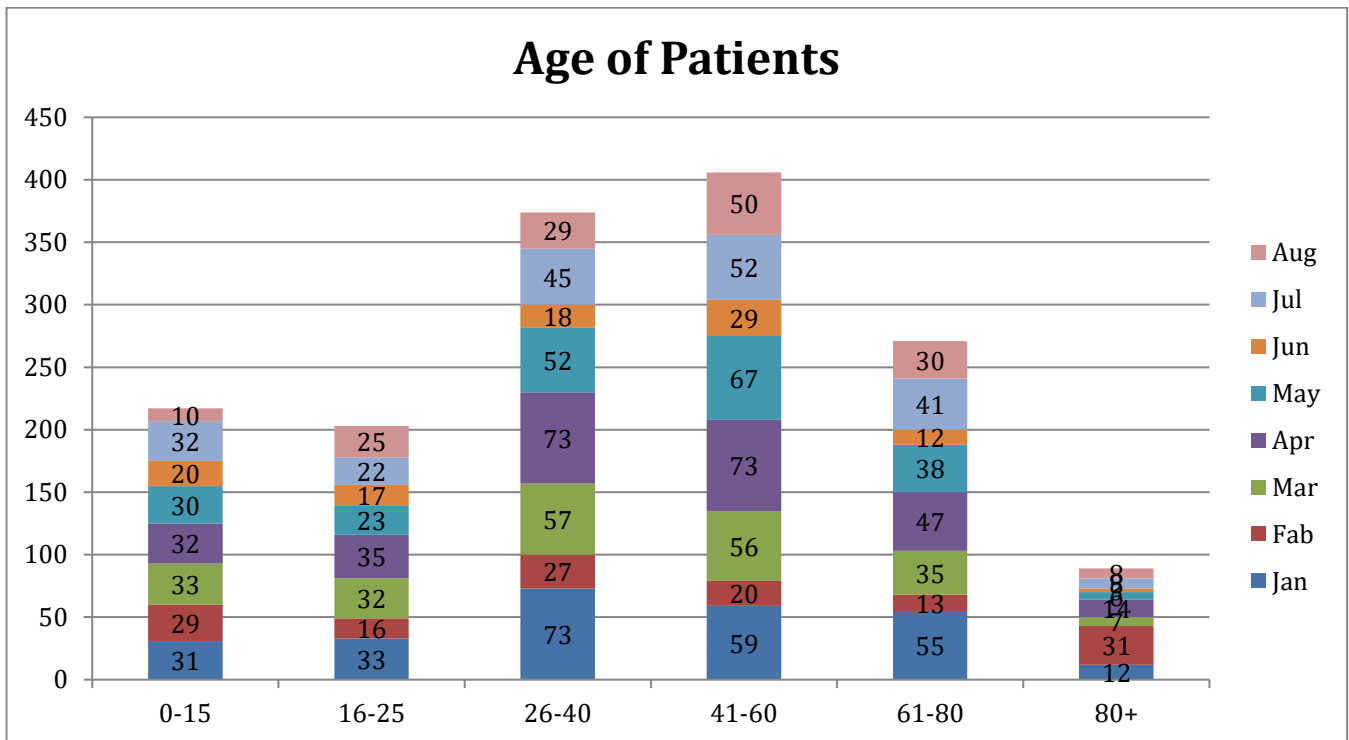
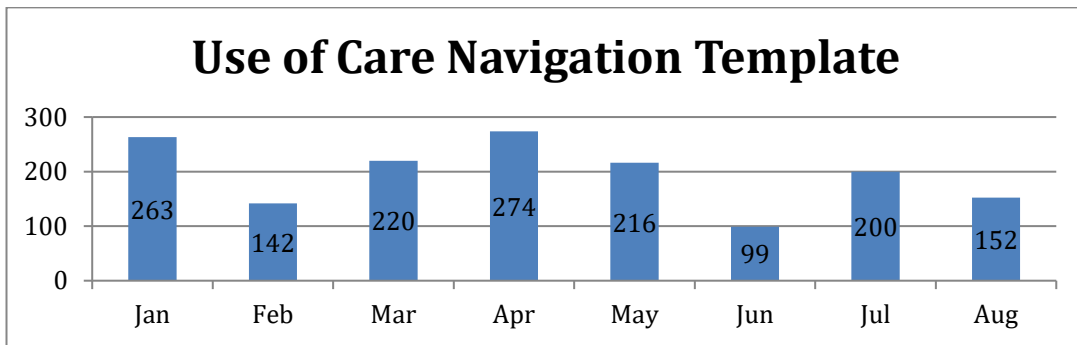


**Parking Eye**

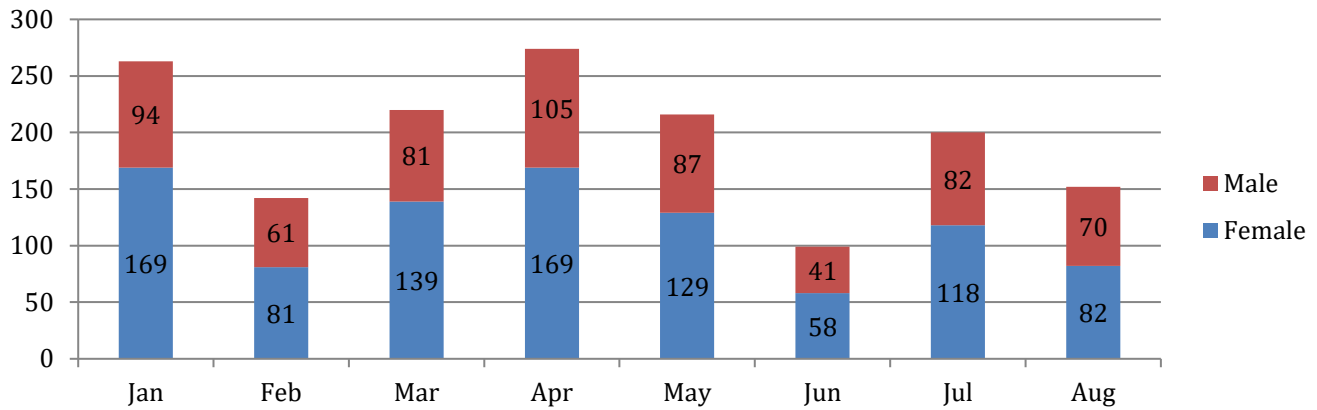


RH said it is unclear if the new harder line Parking Eye policy had increased problems for patients. The patients now have to process their own appeals with evidence provided by the Practice.

**Care Navigation**



## Sex of Patients



### Internal Signposting

	TOTAL	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
<b>Clinical Pharmacist</b>	23	7	2	2	4	4	0	2	2
<b>GP</b>	64	29	9	7	6	7	0	4	2
<b>GP+</b>	561	45	36	97	134	89	45	54	61
<b>HCA</b>	1	0	1	0	0	0	0	0	0
<b>Midwife</b>	4	1	0	0	1	0	0	0	2
<b>Nurse Practitioner</b>	277	78	41	43	19	28	0	64	4
<b>Nurse</b>	14	1	2	1	5	1	0	1	3
<b>Social Prescribing Service</b>	1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1

### External Signposting

	TOTAL	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
<b>A&amp;E</b>	85	8	7	9	13	11	2	18	17
<b>Age UK</b>	1	0	0	1	0	0	0	0	0
<b>Audiology Service</b>	7	0	1	2	3	0	0	0	1
<b>Citizens Advice Bureau</b>	1	0	0	0	0	0	0	1	0
<b>Contraception &amp; Sexual Health Service</b>	32	1	0	10	4	8	4	1	4
<b>Dementia Support Service</b>	2	0	0	1	0	0	0	1	0
<b>Dentist</b>	16	5	0	3	4	0	2	2	0
<b>Mental Health Service</b>	10	1	1	2	3	0	2	1	0
<b>Optician</b>	16	5	0	3	4	0	2	2	0
<b>Pharmacy</b>	228	26	17	26	47	33	18	29	32
<b>Physio</b>	47	5	5	4	8	8	3	3	11
<b>Self-Management Support Service</b>	25	3	3	3	2	4	4	3	3
<b>Smoking Cessation Service</b>	7	0	2	0	2	1	1	1	0
<b>Social Services</b>	4	1	0	0	0	1	0	1	1
<b>Turning Point</b>	3	1	2	0	0	0	0	0	0
<b>Weight Management Support Service</b>	43	4	3	5	5	8	5	5	8

## STAFFING UPDATE

### Doctors:

Dr Phillip Smith starts on 9 September on the refresher scheme for 4 weeks working 8 sessions a week. It's hoped that after this he take a salaried post at TRMC.

Dr Anita Ibie starts in October working 8 sessions a week

### Nurse Practitioner and Nursing Team:

A new nurse specialist for Womens Health began on September 3<sup>rd</sup> and works 2 days a week.

A member of the admin team is doing her 'return to nursing course' starting in September and TRMC will support her through this as well as providing her work placement. She'll then be employed by the practice as a nurse from January 2020.

Mental health nurse specialist to have daily appointments at TRMC for mental health patients, except for those in crisis.

### Reception and Admin:

One new member of staff started on 2 September working 24 hours reception and 13 hour admin

One member of the team has been working as a summer student and will be continuing during her gap year before starting university in September 2020

## PRACTICE UPDATE

### Action Points From Previous Meetings

- Phone Message: this has now been done
- Care Navigation details added to the website: This has been requested
- 25% of appointments available online to be added to news section of the website: This has been requested
- PPG £ Initiative: date for and evening induction arranged for 24 September. Invites to be sent to patients on Thursday

### Social Prescribing

Social prescribing is run by Connect for Health. Their first clinic at TRMC was 28<sup>th</sup> August.

There will be clinics at the surgery on Monday afternoons and Wednesday mornings, totalling 8 patients a week.

### Flu Clinics 2019

This year will be entirely pre- booked appointments. Clinics have been set up on system One .

Dates:

Over 65ys only : 14 and 28 September

All age groups: 12 and 26 October

PPG Members commented that none of them had yet had an invitation to attend the flu clinics.

**RH/Jess G** to check patient invites and **AW** to send rota to PPG members (*rota request sent out 5.9.19*)

**Jess G** to contact appropriate social prescribing agencies who may want to have a stall in reception during flu clinics.

## 6. Complaints and praise

RH said that she has streamlined the complaint handling process to make it more efficient and ensure a swifter response to patients. GS suggested a follow up phone call from the Practice to a percentage of patients to find out whether they are satisfied with the handling of their complaint. **RH**

RH agreed with AH who said that communication between the various medical 'agencies' is not always foolproof, and RH said this was usually due to different computer systems which are unable to 'talk' to one another. In secondary care a Consultant can often only see the patient notes from his/her own clinic and not the notes from any other clinic – this means that the Consultant gets only an incomplete picture of the patient.

AW commented on the large amount of praise for the surgery and improved comments on the NHS Choices website.

## 7. Focus Groups

Discussion was put on hold until the January 2020 meeting due to the absence of JK. **RH/JK**

## 8. PPG £ Initiative

AW reported that :

- The first Group of patients has finished the course, and Sports Med East had put in an invoice to TRMC
- The 2<sup>nd</sup> group has started.
- There will be an information evening for prospective participants for the 3<sup>rd</sup> Group on 24.9.19. AW and JH to attend. RH to sort out invitations to patients aged U60.

**RH**

- JP/GS reported on the Ipswich PPG meeting they attended at Ravenswood in August

## 9. Patient survey

AW thanked all PPG members for their hard work and congratulated them on getting 347 questionnaires filled in.

AW expressed disappointed that to date she had only had one response (from Dr Skrinchik) to the report she had written on the results of the questionnaire.

RH to ask JK to respond. **RH**

PPG members commented on the high percentage of patients surveyed were having an 'on the day' appointment. AW commented that the survey results were somewhat skewed because the PPG was unaware that follow up appointments were usually prior to 10am. This was the time that PPG members usually began their survey session.

## 10. Social Prescribing / community groups update.

Jess G commented that the system is beginning to work well, and that patients are beginning to understand the benefits . Having a social prescriber from the Connect for Health team is also beginning to work.

## 11. Single elective orthopaedic Care centre

JH outlined the CCG plans put to a pre-consultation meeting for the funding of the above unit to be shared between Ipswich and Colchester hospitals.

## 12. AOB

- AW asked how the surgery was coping with any drug shortages.
- **Jess G** to ask the clinical pharmacy team, response as follows:

*Adrenaline pens supply not great but managing by using different brands.  
HRT still problematic but so far have managed to swap or find supply by speaking to different pharmacies who use differing wholesalers.*

*Nifedipine, longstanding issues, so now swapping patients to newer medicines if for hypertension and managing other conditions by swapping form, strength or brand.*

- Ear syringing. JG asked whether all patients can get their ears syringed at the practice. RH said that only patients who need their ears cleared of wax prior to being referred for a hospital appointment at the hearing clinic, are eligible for cleansing at TRMC. Any patients who 'just' have wax in their ears have to go to a private provider.

**Dates of future meetings:**

Tuesday November 5th 2019

Tuesday January 7<sup>th</sup> 2020

Tuesday March 3<sup>rd</sup> 2020

