

Nightingale House Surgery
Patient Participation Group
Minutes of meeting Tuesday September 15th 2015

Present:

Staff: Dr. Abidoye, Dr. Thomas, Dr. Chong, Dr Aka, Tracy Kocabali- Practice Manager, Ann- Marie Blackman- Receptionist, Nikki Loftus and Cherie Nelson – Practice Nurses

Patients: Mr Leslie Lawrence, Mrs Florence Lawrence, Mr James Armit, Mrs June Armit, Mrs Ina Foote, Mrs Nellie Graham, Mrs Ann Long, Miss Joan Hayes, Mr Beresford Lee-Moore

Guest speakers – Shreena Chota and Jessica Fisher of Boots Pharmacy Edmonton

Chair: Dr Thomas

1. Welcome and Introductions

Chair

Tracy Kocabali is our new Practice Manager.

Dr Chimere Aka is our new GP, replacing Dr Warren (retired).

Dr Aka started with us last week, after providing locum cover for us in the Spring. He has worked as a GP in Potters Bar for the past 2 years as well as doing freelance Locum sessions in various practices in North London.

Cherie Nelson is our newest Practice Nurse and Ann is our newest Receptionist.

Dr Warren is now enjoying his retirement, and is recovering well from his heart surgery.

2. Matters arising from the last meeting

Electronic Prescriptions Service (EPS) – Shreena Chota and Jessica Fisher Boots Pharmacy Edmonton

The EPS service is designed to speed up and simplify the process of receiving repeat medications. It is available to those patients that choose to sign up for it.

The nominated pharmacy will

- Ask the patient to choose which medicines they require
- Request the prescription from the GP
- Collect the prescription either electronically or by sending a representative to the surgery
- Prepare the medications and enter any messages from the GP onto the patients pharmacy record
- Deliver the medicines to the patient if requested.
- Carry out an annual medication review with the patient to check understanding, use and compliance.
- Inform GP of any problems
- 'Hold back' medications that are prescribed but not needed, and issue them the following month.

The GP will still be

- Checking the medication requested
- Signing the prescription, either on paper or electronically
- Adding messages to the prescription such as 'review due before next issue'.

Question: Is the system making the GP workload lighter?

Answer: With all the teething problems it has increased the workload.

Question: How can you prevent over ordering?

Answer: Pharmacist should be asking the patient to confirm what they need each month. GP's also check the quantities requested when processing the request.

Question: Can the Pharmacist ask the patient how they are taking the medication when it seems they are over/ under ordering?

Answer: Yes, they should be checking. They can return items to stock and cancel the issue on the database.

Question: When does the Pharmacy request the following month's prescription?

Answer: 1 week before the medication is due. Boots order on the Monday and collect on the Thursday, other pharmacies vary.

Question: Do all patients know what the medication they are taking is for?

Answer: Patients have different levels of understanding, and medication can be used for different problems. Dr Aka has started to label newly added medication for those patients he feels need it. For example '1 daily for stomach'. Shreena added that the Pharmacist should also be doing an annual review with the patient.

Question: Can the labelling of medication in this way be rolled out to all patients?

Answer: That would be very labour intensive. We will concentrate on expanding the practice to those patients who are most in need.

Question: This system seems like fixing something that isn't broken, will some patients find it too confusing?

Answer: The EPS is optional, the traditional system will be continuing.

3. News from the practice

Partners

Question: What is being done about patients missing their appointments?

Answer: GP's are limited in what they can do. Dentists for example can charge for missed appointments or refuse to see patients. However it is extremely unlikely that this could cause serious harm or death to a patient, whereby doing the same to someone who misses GP appointments could have serious health consequences. Patients now receive text message reminders; this has made some difference but relies on us having up-to-date mobile phone numbers. The practice now has a policy which is on display in the waiting room; any patient who misses 3 appointments in a 6 month period will receive a letter asking if there is a specific problem that prevents them from cancelling unwanted appointments and warning that they will be removed from the list if the situation continues.

Dr Thomas informed the group that the practice is much more concerned with patients missing hospital appointments as these cost the NHS around £200 each.

Question: Can you add the cost of missed hospital appointments to the message board?

Answer: We can.

Question: Can the reception staff check the mobile phone number of patients that DNA?

Answer: That is a very good idea.

Mrs Armitt asked that we record in the minutes that she thinks the reception staff are kind, thoughtful and helpful.

4. Key performance indicator review

Tracy Kocabali Practice Manager

The Key Performance Indicators (KPI'S) are a way that Commissioning Groups and NHS England can measure and monitor the performance of practices that provide Personal Medical Services (PMS) rather than General Medical Services (GMS). This means that the practice offers services that are over and above what is in the standard GP contract. Nightingale House chose indicators that they felt best served the needs of the local population. A copy of last year's report was provided. Any questions can be bought to Tracy by phone, email or in person.

Tracy.kocabali@nhs.net

Question: How often do Diabetics receive health checks?

Answer: Twice a year.

5. Group objectives- Ideas and suggestions for moving group forward

Despite the posters covering the practice, there are no new faces amongst the patients attending.

Suggestions

Biscuits!

Staff to directly invite patients who might be interested

Chairperson

The group members have been asked to consider volunteering to be chairperson.

They will receive the help and support of the practice to take the group in the direction that patients want such as having talks from other agencies like Hospital at Home or getting more patients involved. If you are interested please contact Tracy.

Any other business?

Discussion about bad service received from a hospital. Dr Thomas suggested that hospitals be informed when it performs badly, and also when they gets things right. Information was provided about Enfield Leisure Centres over 50's exercise programs. £3.99 for the whole day.

Question: Could the practice make up a newsletter of local events?

Answer: We would be happy to give it a go. Please forward the details of what events and services you would like in the newsletter.

Date for next meeting TBC

Dr Thomas: Thanks and close.