

# Patient Participation Group (PPG) Meeting – Thursday 19<sup>th</sup> October 2017

18:30 – 19:30

Present: Pauline Mackenzie (PM) – Practice Manager at East Lynne Medical Centre  
Dawn Lambert (DL) – Finance Officer at East Lynne Medical Centre (Minutes)  
Heather Simpson (HS) – Nurse Practitioner – East Lynne Medical Centre  
Lynsey Bessent (LB) – PPG Member Elizabeth Boyle (EB) – PPG Member  
Helen Burfoot (HB) – PPG Member Patricia Chamberlain (PC) – PPG Member  
Jackie Fairweather (JF) - PPG Member Rose Goodwin (RG) - PPG Member  
Eunice Hayes (EH) – PPG Member Jacqueline Lyons (JL) – PPG Member  
Brian McKeown (BM) – PPG Chair Michael Pheasant (MP) – PPG Member  
Diana Splarn (DS) – PPG Member

Apologies: Karen Sadler (KS) – Managing Partner at East Lynne Medical Centre Centre  
Janice Brierley (JB) – PPG Member Gillian Lingwood (GL) – PPG Member  
Elaine Symonds (ES) – PPG Member Simon Yates (SY) – PPG Member

Abbreviations: East Lynne Medical Centre (ELMC). Clinical Commissioning Group (CCG).  
NHS England (NHSE). Anglian Community Enterprise (ACE). Community Interest Company (CIC).  
Clacton GP Alliance (CGPA), Nurse Practitioner (NP) Advance Nurse Practitioner (ANP)

- **Welcome and apologies**

Chair BM opened the meeting by thanking all parties for attending.

- **Guest Speaker – Imogen from CCG Medicines Management Team**

**Medicines Waste:** £300 million of medicines are wasted every. This is 10% of overall drug budget. £2.5 million is preventable wastage, which equates to 53 million extra prescriptions for heart attack or stroke patients. Preventable wastage includes:

- Stockpiling – patients keeping an extra supply at home in case anything goes wrong
- All items from repeat prescription are dispensed even if patient no longer takes it
- Patients who do not take their medication but do not want to tell their doctor in case they get cross / patient does not feel able to ask for an alternative
- Forgetfulness – mounts up if patient forgets to take medication at regular intervals

Non-preventable wastage includes:

- When a patient passes away
- When dosage/medication changes and there is an unfinished box
- When a patient stops taking medication due to adverse side effects

Patients can get confused if they have too many boxes of medication. CCG were instrumental in Pharmacists ordering on patients behalf but have now put control back into the patients hands.

## **To Do:**

- ✓ Always tell GP if not taking medication. They cannot give the best treatment if they do not know.
- ✓ Talk to pharmacist for advice on side effects, rather than worry about something very unlikely to affect you. The first 2-3 side effects on list are the most frequently experienced, although legally all side effects have to be listed, however small the risk
- ✓ Place medication next to something you remember on a daily basis as essential
- ✓ Only tick the items you need on your repeat prescription
- ✓ Check prescription bag to ensure there is nothing you do not need – if there is, give back straight away. If you leave the Pharmacy they cannot take it back as they cannot guarantee it has not been tampered with or stored in correct conditions
- ✓ Think like a shopping list! Check what you have and order what you need

## **Self-Care of Minor, self-limiting conditions eg hay fever, cough, cold, acne, headaches, some lower back pain - Appointments for self-care of minor ailments take up 1 hour per GP in the country every day.**

Most colds last up to 14 days, however patients often go to GP after 4-7 days as they want reassurance or a prescription. CCG is encouraging patients to seek advice from pharmacist and stock their cupboards with:

- ✓ Paracetamol / Ibuprofen – available for 30p over the counter. (Look for cheaper brands as they contain exactly the same ingredients as the named brands)
- ✓ Plasters
- ✓ Antihistamine – Bites, stings, hay fever

## **CHANGE STARTS HERE – CAN WE COUNT YOU IN? SPREAD THE WORD TO FRIENDS / NEIGHBOURS**

- **Apologies and corrections from last minutes**

Minutes were passed by the group.

- **Surgery update from PM, Practice Manager**

CQC – Announced follow up visit, focused on the one area we required improvement for (Responsive). Despite so much work being completed, we were bitterly disappointed to still retain the same rating. Their findings were relying heavily on the patient survey commissioned by MORI which was completed only 5 months after new partners joined the surgery and published some 6 months later. They spoke with 6 patients during the day of inspection and, whilst most patients were supportive, it only takes for the inspector to receive negative feedback from one patient to impact.

BM stated MORI issued 200 surveys and 41% replied. He felt if response rate is below 50% the survey should be cancelled. He also believed one inspector was not impartial, having lived and inspected other surgeries in the area and worked in the surgery many years ago. He stated she told him she had given up a lot of money to do this job and talked a lot about her disability and holiday.

Staffing changes – Recruited a new EU GP who is currently feeling her feet and a further one joining soon. 5 Nurse Practitioners at varying stages. Heather awaiting results of her Prescribing course and Zoe R just starting the course. We have a new Practice Nurse, Gemma, who has come from the community and is very good at compression dressings but is still undertaking specific training.

Room space remains a problem for the partners to fulfil their ambitions for the surgery. No news regarding premises move.

Continuity of Care – patients receive continuity of care from the Nurse Practitioner team and GP's where deemed clinically necessary via the re-introduction of the 'Follow-up appointment card' system to enable patients to re-book with appropriate healthcare professional.

PM explained that the 4 GP Partners were very good clinicians, 2 of which are trainers but all are dynamic and focused although they are working across 2 sites.

JW voiced support for the Nurse Practitioners and praised the display board detailing remit of the nursing team as a useful aid to patients. She felt it a particularly nice way to celebrate Eileen upskilling to Associate Practitioner, where her graduation photograph is displayed. Eileen was formally a Healthcare Assistant but now has responsibility within her remit do more to patients.

PPG Member asked how patients obtain an appointment.

PM advised all same day appointments are offered from 8am or patients can come down if they prefer. There are some pre-bookable appointments or appointments available online, although these are booked very quickly. Even with 6 or 7 doctors the surgery still received complaints from patients not getting an appointment. Sometimes the expectation can be unreasonable, and although we offer an appointment, it does not always fit in with the patient and they refuse to accept what they are offered. The recent survey we have partially completed is, so far, showing several patients obtained their appointment on their first attempt.

PPG Member stating how much she liked the telephone consultation system. She had received 2 calls from a doctor had saved her attending but obtained all the information she needed.

BM pointed to a poster on the wall, which stated 60 patients did not attend their appointment last month, each of which being 10 minutes of wasted clinical time which could have been given to another patient. **If you cannot make it, please cancel it.**

Clacton GP Alliance – federation of 9 surgeries (ELMC, Caradoc, Frinton Road, Ranworth, Green Elms, Old Road, North Road, Crusader and Epping Close) all working towards a super hub. Wash Lane have joined a Colchester Alliance. We are working together to ensure future services, that may only be offered to hubs for delivery, are retained locally.

Extended Hours – some practices already do some, but going forward the emphasis will be to offer 8am – 8pm in an attempt to lessen A & E attendance. They are also trialling a GP Registrar in A & E to filter patients relevant elsewhere.

The expectation is to offer an additional 33 hours, across practices in the hub by 31<sup>st</sup> March 2018, to achieve the 6:30pm – 8pm (Core hours 8am – 6:30pm) This may be based at Clacton Hospital and will be manned by a GP or Nurse Practitioner from an Alliance surgery, not necessarily ELMC. Patients will be asked to consent to allow the clinician to view their medical history.

By 31<sup>st</sup> March 2019, cover over 7 days is expected – some opening time on Saturday and Sunday will be introduced.

Minor Injuries, Minor Illness and Urgent Care and going to form joined up services.

Care Navigation – ACE are pushing ahead, putting their staff in a call centre, working from a flow chart asking questions then patients are clinically triaged. 111 will look at which Alliance group patient is registered with and direct appropriately. Doctor appointments will be ring-fenced for complex cases a Nurse Practitioner cannot deal with.

Newly qualified Doctors are being put off becoming GP's, partially due excessive defence union fees.

PM advised the group that we do not want 'not to help' patients, and reminded them that Debbie is the Reception Manager and can often help with problems obtaining appointments. Management meet regularly with reception team and feedback patient comments to improve service.

LB stated problems getting only half a prescription, some items being missing on every request.

PM explained getting medication aligned can be difficult and sometimes results in a smaller amount being given one month then it be rectified the following but advised patients discuss their individual cases with Mr Patel, Luma (Pharmacists) or Linda (Prescribing Clerk).

BM added that the CCG Medicines Management Team were working towards aligning prescriptions.

- **Chairman's report**

BM thanked PM for her report.

BM attending PPG meeting on 18<sup>th</sup> October, whereby PPG chairs from other groups voiced praise to ELMC on the way the PPG group is run and the frequency and content of the information passed on.

Opticians – ingrowing eyelashes – patients used to go to GP who would refer to a local optician. Now patients have to attend Ipswich.

Health Forum – Looking for new elected member – one step further than being a PPG Member. Patients to go online for voting form or contact Brian for further information.

- **Any other Business / Questions regarding PPG or surgery**

PPG member suggested a wall display with photographs of staff.

PPG member asked the surgery to review the website as some areas not up to date (staff pages).

PPG Christmas party – PPG would like an opportunity to thank staff personally. Approximately 2 weeks before Christmas, possible a cheese and wine party. Ideas / volunteers please 😊

- **Close**

BM thanked the group for attending and the meeting closed at 7:30pm.

Next meeting to be confirmed (Possibly around 13-17<sup>th</sup> January 2018).

**Members are reminded that they can contact Brian by his telephone number: 01255 436977 or email address: mckeownjb@yahoo.co.uk**