

The Heathville Medical Practice

Branch Surgery
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Patient Participation Meeting

July 6th 2012 15.00pm

Present:

PPG Members

Mrs Sheila Hanman
Mr Denis Bottomley
Mrs Christine Hart
Miss Helen Nasralla
Mrs Ruth Wilcox
Ms Deborah Wolton

Practice Representatives

Dr Nicholas Gilbert – GP partner
Mrs Clare Barnfield – Office Manager
Mrs Vanessa Bassett – Practice Administrator

Apologies from:

Mr & Mrs D Allen
Mr Michael Sheridan
Mr Michael Hunt

Vanessa introduced everyone to each other and Clare thanked everybody for attending.

1. Action Plan Update

From our first meeting we discussed what actions we had been able to complete.

We have updated the magazine racks and will continually review them.

We have re-iterated to all staff about the level of noise in reception and will also remind people as & when necessary.

We have purchased a water dispenser which seems to have been well received and the practice aims to re-cycle the plastic cups in the future.

We have not bought any new higher chairs yet but will keep this in mind.

We have tried to bring in new books for the children to look at but toys are not suitable because of the risk of infection.

We have not moved the main room sign yet, but on discussion at the end of the meeting we will ask our handyman to move this to a better position.

We have recently done a mail shot as agreed, regarding our appointment system, attached to repeat prescriptions and also updated our website.

The intercom system was felt to be too much of an expense to replace with the prospect of our new building coming closer to fruition and unfortunately we really are unable to do anything about the parking problems.

The group agreed that CFEP was fine for us to use for our patient survey again this year. The survey will include convenience of access, patient's experience of the treatments they receive and the physical environment of the surgery as a minimum.

It was also decided that this year we would do a practice specific survey rather than GP specific and hopefully this would give us more guidance for the group to discuss. The results of this further survey will be discussed at the next meeting in January 2013.

2. Flu clinics (in anticipation of scheduling this years sessions)

Everyone was very positive about the way we have run our previous clinics having had some experience of the way some other clinics are run. It was decided that this year's clinic would be held at the Farmers Club again but we will look at trying to find a more suitable venue for the Tuffley clinic. We will run it the same way as last year but would include a slip on the letter asking for patients consent to e-mail or text them in the future regarding the clinic's and also look into the possibility of web based booking for these appointments.

Clare agreed to look into the confidentiality guidelines as to whether to allow some members of the group to help/fold/ insert letters into envelopes to ease the staff's burden.

3. New Service within the Practice

The new way of dealing with patients on Warfarin was explained to all. Some patients are on Warfarin tablets to thin their blood for various reasons and they need to be closely monitored. The GRH used to do a lot of this but have decided they can not sustain this anymore so it has been handed over to the practice.

We have recently purchased a new machine & computer software so that we can take a finger prick sample from patients and then issue them their dosage instructions and date of their next test almost immediately. There are some new drugs coming onto the market which do not require this testing but not all patients would be suitable for them and with them being very new not all side effects are known, but the GP's would be looking into this for perhaps some patients in the future.

All the PPG were pleased that we were now offering this service.

4. Proposed New Practice Premises

Dr Gilbert briefly showed the plans for the new surgery which is proposed to be built on land opposite The Crescent in Horton Road. It involves London Road surgery & Barnwood Road surgery all coming under the same roof but we would retain our autonomy. It incorporates a fair amount of expansion space and a pharmacy and the care services under whom the district nurses, health visitors, midwives etc all work would have rooms in it. There would also be a shared Minor Operations suite and rooms for physiotherapy and ophthalmology, so it is an exciting time.

5. Appointments

Appointments were discussed both as a practice view and a patient's view. The practice would like to try to get away from everyone thinking they have to ring at 8.30am to get an appointment. All our GP's have appointments which can be pre-booked up to six weeks in advance and the other half of their clinics are for booking on the day. It is difficult when a patient stipulates they will only see one particular GP. It is a constant balancing act and we are auditing this at the moment. (the results will be discussed at the next PPG meeting alongside the general survey results)

The “emergency screen” at the end of morning surgery is unmanageable at the moment. It was suggested that patients may not know they can have a telephone appointment with a GP so the practice agreed to add this update on our annual flu invite letter. We pride ourselves in not asking patients what is wrong with them on answering the phone as we do not feel it is a receptionist’s call to say what is urgent or what is not. Appointments are only 10 minutes long and so GPs can only deal with one or two problems at a time, not a long list. The PPG members were not aware of any of the problems and personally praised the surgery regarding how the practice is run on the whole.

AOB

It was asked why some patients are only prescribed one month’s medication at a time, it was explained that our general policy is to prescribe two months at a time but there are always exceptions to the rule. This may be dependent on whether all the patients’ routine medical checks (BP, Bloods etc) have been completed.

The general guidelines given to us are, that the practice should only prescribe one month at a time to minimise the wastage of medicines should any changes happen.

Pharmacies taking over ordering patient’s prescriptions were discussed as it seems that often medication is ordered that is not required by the patient. The practice would continue to monitor these episodes.

We were asked if Tuffley would be kept the same when we get our new premises and we assured people that it would for the time being. It may ultimately close but we would still keep on our Tuffley patients.

Care Quality Commission

The practice will soon be regulated by CQC and we would ensure that all areas required are compliant within this.

Some of the patient group wanted to let us know they think we are “exceptional” and they have nothing but praise for us, which was extremely nice to hear.

Next meeting to be scheduled for about six month’s time in January 2013

Date will be confirmed no later than 6 weeks before.