

LONG FURLONG MEDICAL CENTRE

Patient Reference Group Notes of the meeting held on Wednesday 20 April 2016 7pm-9pm

Present: 9 members plus Practice Manager: Diana Donald

Apologies were received from 5 members

Welcome and Introductions: TK has replaced EK who has stepped down from the group.

Action	
	<p>1. Notes of the last meeting – there were no amendments to the notes of the last meeting.</p>
Diana	<p>2. Staff Changes</p> <p>2.1. Receptionists – Holly left the practice recently to pursue her chosen career but we have recruited Daisy to replace Holly and welcome her to the team.</p> <p>2.2. GPs – We are very pleased to have Dr Angela Lee back with us again for 2 days a week from June to end of August when she will be moving away.</p> <p>2.3. Nurses – We have just recruited a new practice nurse to bring the team up to 3 part time nurses. We anticipate that Becky will be joining us in July.</p> <p>2.4. Future of General Practice / Abingdon Growth. – The partners are putting plans in place to increase the practice team (GPs and Nurses) to manage the growing list size and future housing development. We have approx. 9100 patients registered and with more GPs and nurses we could allow this to grow to 10,000 which is the optimum size for sustainability. Abingdon growth was discussed at length and concern expressed whether it can be absorbed by the current practices. RA reported that concern had been expressed at the South West patient group forum that Berinsfield Health Centre may close. Diana informed members that Berinsfield HC was looking to merge with another practice and was having discussions with another practice who has expressed interest in a merger.</p> <p>2.5. Increasing Workload – We looked at a presentation that had been sent to practices by Dr Buttar, GP at Abingdon Surgery. It explained the impact that the ageing population and patients with minor ailments (that could be managed at home) requesting appointments has had on general practice. Diana will upload the presentation on the practice website.</p>
	<p>3. CQC Update – Diana confirmed that the practice hasn't been notified of their inspection date yet. We discussed the registration fees which have soared this year and what to expect when notified of an inspection.</p>
Diana Members	<p>4. Patient Survey Results – 37 surveys were completed over a period of 6 weeks. It was agreed that we should run the survey to the end of April and put a shorter survey linked to our website using Survey Monkey. Members offered to come and help promote and encourage feedback which was welcomed.</p> <p>The available results were reviewed which gave a more positive reflection on consultations than the national patient survey had reported. Most patients are now getting on well with the new online system for ordering prescriptions, arranging appointments and viewing medical records. One patient reported difficulties getting through on the phone which a member had also experienced recently but the majority had no difficulties. Diana reported that she had increased staffing levels to manage calls on Monday mornings, over the lunch time period and at the end of the day so would discuss delays in answering the phone with the team. 10 min appointments vs 15 minute appointments were also discussed – LJ explained that at another practice they offered 15 minute appointments in the morning and 10 mins in the afternoon. If a morning consultation took just 10 mins a 5 min telephone consultation was added. The</p>
Diana	

<p>Diana</p> <p>Action</p>	<p>system worked well. Diana will share this idea with the partners. Once the survey has been extended to the end of April the action plan for 2016-17 will be agreed.</p> <p>4.1 Young People’s Survey – Diana reported that each year the practice runs a data cleansing exercise for patients aged 14-18 yrs as often the parents mobile number is in the young person’s record. It provides an opportunity for the patient to have their mobile number recorded to receive text message reminders of their appointments rather than a parent. This year, as the practice would like to gain ‘You’re Welcome’ status, a project to make health services welcoming to young people, one of our receptionists organized a patient survey and patient information leaflet to be sent out. Unfortunately a number of letters were mailed incorrectly which resulted in a breach of confidentiality. Personal apologies were given to those directly affected and other patients were contacted to reassure them they had not been affected by this. The General Practice Information Governance Manager in NHS South, Central & West was notified and provided support in reporting and managing the situation. The incident was also notified to the Information Commissioner’s Office, ICO, (Data Protection). While any breach is extremely regrettable the commissioner was satisfied that we had handled the situation appropriately and had learned from it; The ICO agreed that the incident could be downgraded from a Level 2 incident to a Level 1 incident as just 4 patients had been affected by this. However, the Young People’s Survey had an excellent response and an action plan was drawn up. The results suggested a better selection of suitable magazines for the waiting room. We will also advertise the bus routes to the Health Centre.</p> <p>4.2 Sexual Health Clinic –Diana informed members that the practice is now hosting a young people’s sexual health clinic which is aimed at 14-25 year olds. It is provided by Dr Sherrard’s team and open on Wednesday afternoon from 3:30-5:30 pm. Dr Sherrard is a consultant at the Churchill Hospital.</p>
	<p>5. North Abingdon Pharmacy – Diana reported that the pharmacy finally opened on 4 April 2016. It is available for all members of the public to use and is owned by Salman Hussain (who also owns Reynolds Way pharmacy in South Abingdon) but this is a new company with the partners having a minority share. Very positive reports were received on the service that members had already received from Salman and his assistant Leanna. Diana confirmed that Salman is able to provide a home delivery service. The opening hours match the surgeries e.g. until 19:30 in the week and one Saturday per month when the surgery is open for extended hours.</p>
	<p>6. Electronic Prescription Service (EPS) – The practice is going live with EPS on Monday 25 April. This will allow prescriptions to be transferred electronically from the GP to the patient’s nominated pharmacy – therefore no paper prescription will be necessary. JT has had experience of EPS and informed members that if they are going on holiday, for example to Cornwall, they could nominate a pharmacy in Cornwall to receive their prescription, but they must remember to change their nomination back to a local pharmacy on their return from holiday!</p> <p>Diana explained that if a patient is on a regular medication the doctors will be able to use a system called ‘repeat dispensing’. This will mean that some patients will be changed to 28 days’ worth of medication to be dispensed but the doctors will authorize 6 months’ worth of prescriptions to be sent to the pharmacy. This allows the pharmacists to manage their stock ordering more efficiently as they know in advance what items to order in. It reduces waste of unused and partly used medication which costs the NHS an estimated £300</p>

Action	million each year, and reduces the amount of medication that is in the patient's home. This was welcomed by members who strongly supported this service change and 28 day prescribing.
Members to consider Diana	<p>7. South West Oxfordshire Locality Patient Forum – RA gave feedback from the recent meeting of the group who would like to see membership from practices increase and asked for volunteers to join her. Diana confirmed that if members are interested in how services are commissioned the SWOL forum is definitely worth joining. She also reported that we have one 18 year old member who has come forward to join the virtual group which is excellent news. RA reported that members of SWOLF will now work with neighbouring practices to help with this and RA will link in with Marcham Road Health Centre. The shape of PRGs was also discussed which varies from practice to practices e.g. this group does not have a Chair but other groups do. RA offered to send copies of the notes of the meeting to other members who would like them but it was noted that they are available on line. Diana will load the notes onto the practice website. For more information on the SWOL group and member practices go to: www.oxfordshireccg.nhs.uk/your-local-area/localities/south-west/</p>
	<p>8. Any Other Business</p> <p>8.1. Federating – Diana explained that all Abingdon practices are now working together to look at developing services and / or working differently for the local community and asked members to let her know if they have any suggestions e.g. a proposal has been put forward to employ one or two diabetes specialist nurses to work across all Abingdon practices so that care is consistent for all patients. Practice managers are also looking at economies of scale for purchasing, sharing staff etc.</p> <p>8.2. AwayDay – Next Wednesday, 27 April, the practice will be closed during the afternoon but will provide an emergency appointment service only. This is so we can have protected time to focus on efficiencies in service delivery and team building.</p>
	9. Date of Next Meeting – Thursday 21 July 2016 7pm

Diana thanked everyone for attending the meeting and giving up their time. The meeting closed at 21:15