

**MINUTES FROM PPG MEETING
THURSDAY 19TH SEPTEMBER 2019**

IN ATTENDANCE:

MEMORIAL MEDICAL CENTRE – LEIGH O’HALLORAN / SHELLY MUGHAL/ JANICE TAYLOR

MEMBERS - [REDACTED]

PREVIOUS MINUTES DISCUSSED

No matters arising

PRACTICE UPDATE

Members were updated accordingly:

- Introduction of Shelly Mughal who is our new Assistant Operations Manager 25 hours per week.
- We have a new full time Nurse, Jessica Dufton, who will be a specialist in long term conditions.
- We have a new Medical Secretary, Paula Pittard working three days a week.
- We have employed Charlotte Singleton, previously on work experience, as one of our Patient Co-Ordinators.
- Andrew Read one of our Paramedics has now been employed on a full time basis.
- Dr. Ian Gould will be leaving the practice at the end of October.
- We have Dr. Uso Ebulue currently working for us as a locum GP on a Monday afternoon and all day Friday.
- We have a Clinical Pharmacist who is working remotely on behalf of the surgery and will be undertaking medication reviews and dealing with new medication request which will free up more time for GP’s.

TOTAL CLINICAL STAFF

5 x Partners
2 x Salaried GP’s
2 x Registrar GP’s
5 x Nurses
2 x Health Care Assistants
2 x Paramedics

TOTAL NON CLINICAL STAFF

14 x Patient Co-Ordinators
12 x Administrative staff

CARER REVIEWS

Andy our paramedic will be carrying out carer reviews on Monday evenings to check the physical and mental health of carers and will be able to offer support.

I.T. UPGRADE

The practice has undergone an IT upgrade over 4 days which caused a lot of problems! This has now been completed and new systems installed. AccuRx as well as iPlato can now be used by GP’s to send test results to a patient which is a huge bonus. A directory of services has also been linked to EMIS so populates patient details automatically onto referral forms automatically.

APPOINTMENTS

Following results from the national survey and questionnaires that [REDACTED] kindly gave out to our patients, more changes are now being made as follows.

Appointments are now available for the following day and up to 7 days in advance, instead of 3 weeks, due to patient feedback. We are also hoping to release appointments more frequently than 8am and 2pm.

We are encouraging GP's to make their own appointments for patients if they wish to see them again.

Members were informed that we do not allow patients to come into the surgery to make their appointments.

ANY OTHER BUSINESS

NOTICEBOARD

[REDACTED] was thanked for helping to re-vamp the PPG noticeboard in the waiting room. Members were reminded that this is for their use and to be used as they deemed fit.

LONG TERM MEDICATION USE

Members were concerned about long term medication not being monitored appropriately and also feel that contraindications of medications should be highlighted on relevant patient records.

Members were informed that GP's do monitor medication and that such issues would be assessed during medication reviews. If a GP was concerned about a patient then a telephone call would be arranged to speak to them accordingly.

REPEAT PRESCRIPTIONS

We clarified to the group that 72hrs notice period has to be given in respect of ordering prescriptions and that weekends are not included in this time. It was explained that if a prescription has been ordered too early then it would be rejected unless there was a reason noted for this, such as holiday commitments etc.