

Patient Participation Group Tuesday 12th September 2017

Attendees

Dr Waller - GP, Dawn Hammond-Race – Business Manager, Stuart Abbott - Deputy Manager, 7 patients

Feedback from the Rotherham PPG meeting

- Urgent Care Centre – this opened up recently at Rotherham Hospital. The aim is to signpost the patient to the right care straight away be it a GP or A&E, it is a one stop shop for patients when their own practice is closed. There are long delays due to understaffing but there is a recruitment drive ongoing with an open evening on the 12th September. The Walk-in-Centre within Rotherham Community Health Centre has closed as a result.
- Rotherham Health Record – Rotherham has developed a portal that pulls together information from multiple clinical systems in real time to allow clinicians to see patient information in real time. This system pulls information from GP systems, RFT and RMBC where the Summary Care Record, which is used nationally, uses a much smaller dataset.

Update on the changes within the practice

- **Changes in staffing**
 - Dr Kitlowski has retired and is hoping to be an expedition GP providing healthcare to the travelling party.
 - Tracey, Reception Manager, has moved on. Sam and Liam are now looking after reception
 - Dorothy, Practice Manager, retired in April.
 - Dawn, Business Manager, has replaced Dorothy as manager of the practice.
 - Dr Price has taken a position closer to home to reduce his commute
 - Dr Froggatt, who trained with St Ann's, has come to work as a Salaried GP providing 4 sessions a week and addition sessions as a locum as needed
 - Dr Wakaas is a Registrar with us until February 18
 - Dr Evans is a Registrar with us until August 18
 - Katherine, HCA and Admin, is leaving on the 20th due to moving out of the area
 - Stuart, Deputy Manager, has been offered a Managers Position at another GP Practice and leaves on the 22nd
- **Wasted Appointments**
 - Still not as we would like it to be, the practice is still taking steps to address this. Care Navigation enables the reception team to make appointments with appropriate Health Professionals instead of just with the GP, this should free up GP appointments and reduce the waiting times. Staff are ringing patients to check that they are still intending to come to their appointments which has reduced wastage, the next step to

this will be to ring patients with appointments in the future and offer them an earlier appointment. The practice does write to those patients that do not attend and we are considering making the frequent offenders have a telephone consultation with the GP before they get a face to face appointment. Doctors regularly talk to patients who waste appointments to re-iterate that this is not acceptable.

- **Prescriptions, Patient Online Access, EPS**

- Patient ordering going well £900,00 saved since October, repeat dispensing is saving time for patients and reducing the workloads for practices. Practices have processes in place for looking after vulnerable patients who can't get to surgery or access the internet.
- Emis Access for online ordering of medications is experiencing problems which should resolve soon.

- **Self Medicating**

- The NHS is having a drive on medication requesting where possible patients buy their own Over the Counter Medication specifically Paracetamol, Antihistamines and Vitamin D. These 3 medications alone would save Rotherham over £600,000 which could be spent elsewhere in the NHS.

- **Care Navigation**

- Staff will be asking patients more questions when patients ring up, this is not because we are nosey, we are trying to get the patient to the right appointment first time.

Site Update

- College – the building works is well underway, it is thought that parking may become an issue when it is open to students.

Any Other Business

- Triage – it was raised that Triage are not giving antibiotics for bugs or viruses unless there is evidence of bacterial symptoms. All our nurses have appropriate clinical qualifications and the back-up of the GPs present in surgery. Clinicians should not prescribe antibiotics if it is thought to be a viral illness as this will promote anti biotic resistances.
- Ready Meals – patients have been seating eating meals in the waiting room and this can be off putting to ill patients. It was agreed that light snacks were acceptable but not full hot meals. St Ann's and Clifton will work together to stop this practice.