

## Summary Sixways Patient Participation Group Meeting

Monday 21<sup>st</sup> March

<p>Introductions by all present</p>	
<p>Summary of changes in the practice since June 2015</p>	<ul style="list-style-type: none"> <li>• New nursing staff- there has been a change in nursing staff since our previous practice nurses retired/left for a new role. We now have 2 new practice nurses, Hannah Forrester and Julia Whitworth and 2 new Chronic Disease nurses, Annabelle Lofthouse and Annemarie Bailey. We also have a health care assistant, Becky Summers</li> <li>• We now have 7 GP partners within the practice, with our newest partner Dr David Evans, who joined us in August 2015. Currently Dr Ubhi is out of the practice on maternity leave therefore we have a number of locums providing additional surgery sessions until she returns. One of the PPG members provided some excellent feedback on Dr Evans.</li> <li>• We have reviewed our reception and admin teams and made some changes to ensure that we are appropriately staffed at our busiest times. There are some new faces behind reception however the feedback from the PPG members was that this has been a positive change, and that the staff are more confident and assured in their role.</li> <li>• We have introduced staff uniforms for our reception team to ensure that they are easily identifiable and to improve the appearance of the practice. As part of this we are also reducing clutter around the front desk area.</li> <li>• Following feedback from the PPG the waiting room has had replacement windows, and has now been repainted and had the lights repaired. We have also disposed of some of the older chairs and replace these with some newer ones. Discussed the new layout of the waiting room area, as this has generated some positive and negative feedback from patients. There was a view that the waiting room is much improved, and that the attendees felt the new seating arrangements were better. There was a concern that it appeared there were less chairs now however this is felt to be due to the arrangement of them, and that there are now more at the window end of the room. Nicola and Brenda to review this. There was also feedback that the low green chairs with no arms are not always easy for patients to get up from. The practice to consider replacing these.</li> </ul>
<p>Choice Plus appointments at St Pauls and Healthy Living Centre</p>	<ul style="list-style-type: none"> <li>• We now have access to additional appointments at The Chapel, St Pauls and the Health Living Centre. These additional appointments are provided as part of the Prime Ministers Challenge Fund and are intended to provide additional on the day appointments, for acute conditions. These are intended to provide additional time for GP's within the practice to see chronic patients or those with ongoing conditions. The feedback generally from patients has been good however some patients have been unhappy at being asked to travel, or to see a different doctor. One of our PPG members</li> </ul>

	<p>confirmed that they had used the service and found the doctor to be very nice, and that they were seen on the day.</p>
<p>Changes to chronic disease recall system</p>	<ul style="list-style-type: none"> <li>• The practice will now contact patients for their annual chronic disease review in their month of birth. This will help us manage the volume of patients who require a review, and spread this throughout the year. Patients will receive a letter asking them to make an appointment.</li> <li>• There was a view from the PPG that patients with more serious diabetes should be reviewed only at the hospital. Nicola confirmed that there is an enhanced service for diabetes that Sixways has declined to participate in, as we agree that these patients should be reviewed by hospital specialists.</li> </ul>
<p>Additional online services</p>	<ul style="list-style-type: none"> <li>• Patients have been able to access appointment booking and electronic repeat prescription requests online since last April. Feedback from the PPG on the electronic prescription service is that it is working well and is improving the process for requesting repeat prescriptions. Is disappointing however that some things cannot go electronically.</li> <li>• Confirmation that patients are now able to access their coded medical records online too. A request should be made to the practice should patients wish to have access to this part of their record. This has also been confirmed on the practice website</li> </ul>
<ul style="list-style-type: none"> <li>• Proposed boundary change</li> </ul>	<ul style="list-style-type: none"> <li>• Due to the increased population within Cheltenham we are looking to amend the practice boundary area and remove a small area to the far side of St Pauls Medical centre. Reviewed the area to be removed on the map.</li> <li>• Will not impact any existing patients as no patients will be removed from the practice list as a result of this change however we will not accept new registrations</li> <li>• Children of existing patients will not be allowed to register</li> <li>• Reviewed the maps to show the proposed area to be removed, and discussed the patient registration statistics for these patients.</li> <li>• All present happy with the proposal, no concerns raised</li> </ul>
<p>PPG feedback/concerns</p>	<ul style="list-style-type: none"> <li>• Flu- Feedback on the flu clinics for 15/16 was very positive. In particular it was felt that the Saturday mornings had been a success</li> <li>• Ear syringing- a view that we need to review the availability of these appointments against patient demand as currently a 3 month+ wait for an appointment for syringing. Discussed that patients are being given self-care sheets that can sometime remove the need for syringing and agreement that this is good for some patients but will not help all. Discussed that there is a view that ear syringing is not the best technique to remove problem wax, and options for hospital referral for micro suctioning. Nicola explained that the practice is making enquiries re this for the future. In the short term the practice to review number of ear syringing appointments available.</li> </ul>
<p>Frequency of future meetings</p>	<ul style="list-style-type: none"> <li>• Agreed that the PPG group should meet 3 times per year, next meeting to be arranged for July</li> </ul>