

Minutes of the meeting of the Drayton and Wootton St PPG

Date: 27th Sept 2018 (19.00)

Notes for the meeting were taken by AP and GK

Present: MR (Chair), AP, GK, SA, MV, LI; Sandra Jordan and Dr Mark Swindells attended the second half of the meeting

Apologies: MR reported that LM would be temporarily standing down; no apologies were received from Fr A

The minutes of the previous meeting (19th July) were accepted as an accurate summary of the proceedings.

Matters Arising:

Practice website: GK met with SJ with a view to updating the site, principally to take account of the formation of the Patient Reference Group. However, formatting issues were less amenable to change; whilst some local modifications could be made by the Practice, these had to comply with the overall structure of the site, which was developed centrally.

On-line Survey: The structure of the patient questionnaire was confirmed, and SJ agreed to set up the survey on-line, with paper copies also available in the Surgery. The results of the survey to date are discussed as an agenda item.

Medical Records: GK carried out a trial to test on-line patient access to their full medical records. He reported that notes and records produced by the Surgery were all accessible but that some third party attachments (e.g. from QAH) occasionally proved problematic to download. MV also had tried out the facility, and found some records were incomplete – although the more recent ones seemed fine.

Problems with sharing records of procedures carried out at St Mary's Treatment Centre (Care UK) were also noted. Examples were mentioned of medical staff at QAH having no knowledge that these procedures had taken place, leading to potential duplication of invasive procedures.

Agenda Items:

Health Checks (40 to 74 year olds). GK reported on SJ's response to an email request on this topic. The selection of patients to receive an invitation for a health check is carried out by Portsmouth CCG. The Practice filters out the patients that are not eligible (including patients who already attend regular clinics, or are on statins, for example), before letters are sent out.

The Practice receives payment for each Health Check they carry out on these patients, which are conducted by a healthcare assistant. The checks can also be carried out by local Pharmacies. Eligible patients should receive invitations for health checks every 5 years. Last year, there were 1154 invitations sent out to patients at this practice, of which almost 400 took up the offer. It was unclear whether the health check included blood tests [*it was subsequently confirmed by SJ that they are included in the health check*].

PPG Report: The group briefly discussed the activities of the PPG (over the last year or so) that could be highlighted in the report: Dementia Walkround (MR/AW), Improvements to Wootton St signage, testing and reviewing on-line booking appointments, access to full medical records, and regular updating of the practice web-site (GK). SA suggested that we could report on our activities with reference to the objectives in the Terms of Reference of the PPG. MR will produce a draft document for discussion and circulate to the group.

Action 1: MR.

Survey Response: covered in the Practice update (below).

Flu Clinics. See Practice update (below). MR suggested that it would be useful if PPG members could attend for some of these sessions to promote the group.

Practice Update (SJ)

- The Newsletter is still a “work in progress” but due for completion within two weeks.
- Group emails to all patients are still not achievable; SJ is working with the IT team to try to find a fix.
- Patient Records: access to full medical records is “by request” only; some historic information may have gaps (items missing or illegible)
- Wootton Street development funding request is with the CCG
- Drayton Surgery development plans were still at the feasibility stage
- Doctor Pandya leaves this week; Locum to be appointed
- Doctor Tan leaving at the end of November, interviews for a replacement are being held (but difficulties recruiting, as there are typically very few applicants for GP posts).
- Portsmouth Alliance is rolling out a team to provide proactive help to nursing homes, which may cut down on hospital admissions.
- Survey Report: to date, 66 patients have responded to the questionnaire (see *Appendix 1*). There is generally a high degree of satisfaction (overall experience: 87% good or very good,). Satisfaction with the Practice web-site was rated a little lower (~60% good or very good). The Survey will run through to end of October.
- Flu Clinics: first clinic treated approximately 400 over-65 patients, leaving only 300 vaccines available currently for the next clinic (6th Oct). Attenders can only be administered the approved vaccine, and the Practice will only be paid for compliant treatments. The next flu clinic on the 6th Oct is for over 65s only; the following two on the 20th Oct and 10th Nov will be for both adult groups. Children will have separate sessions.
- 2 new practice nurses have been appointed and will start shortly
- The phlebotomy dept. at QAH is now only providing a service for Portsmouth CCG patients, others being refused and advised to go back to GP based on their address being out of the catchment area. Some inconsistency and incorrect rejections have been made, and QAH has been informed by SJ that it is the location of the GP practice that should determine eligibility.
- External Signage has been erected, and internal signage is awaited.

OTC drugs and non-funded treatments

SA circulated a list of acute conditions for which NHS England are proposing that over-the-counter (OTC) medicines (e.g. paracetamol) are not prescribed by GPs.

[A summary of the NHS proposed guidelines can be found [here](https://www.england.nhs.uk/medicines/over-the-counter-items-which-should-not-routinely-be-prescribed/):
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Dr Swindells presented the background to the NHS guidelines concerning the prescription of OTC medication, as well as treatments such as ear syringing and bariatric surgery, and the choices that have to be made within the constraints of available NHS funding. It is recognised that analgesics and other OTC drugs can still be prescribed for chronic illnesses (e.g. arthritis). Dr Swindells explained that any Practice requests to fund treatments that are not on the approved lists have to be argued for each individual case and submitted for consideration to the CCG, who make the final decision.

AOB

- The important tasks undertaken by our clinical pharmacist were outlined by Dr Swindells, who stressed that this represented a great asset to the Practice. Their role included repeat prescription authorisation, processing hospital discharge letters, medication reviews and advising on the latest advances in pharmacology.
- Self-care awareness week will soon be upon us (12/18 November). Dr Swindells asked how the group could support the surgery with promoting self-care. MR reported that City-wide PPG have circulated information from Hampshire Fire and Rescue re. self-care. She will approach them to give a presentation with a view to holding a self-care event in the surgery at a later date. **Action 2: MR**

The meeting closed at 21.00

Next meeting 22 Nov 2.00pm