**Adderley Green Surgery**

**Patient Participation Group Meeting**

**15th August 2018, Longton Health Centre**

**Present: Bev Heath – Practice Manager**

 **AS, CS, IJ, GW**

**Apologies: Dr. Sri Sundaram, DR, DP, TS**

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|  |  | **ACTION** |
| 1.  | 4 members of the group were present at the meeting today. |  |
| 2. | **Welcome**Bev welcomed all to the meeting. |  |
|  3. | **Repeat Prescriptions Computer System**IJ has had difficulty using the system and been in contact with EMIS (the organisation responsible for the maintenance of the system) who were not very helpful. Bev explained that the EMIS’s system only collates prescription requests and transfers them to the SPINE (Safe Programmable and Integrated Network Environment). The practice has no control over the SPINE and the system that the pharmacists use to down-load the prescription from the SPINE is their own system, over which the practice also has no control. CSl said that any problems she has experienced with the system have been resolved following a telephone call to her pharmacist and it was suggested that this was probably the best way.IJ had also found that notes he made in the message box, on the repeat prescription page, of EMIS were not being acted upon. AS had had the same experience and Bev said that she would have a word with the receptionists who were responsible for operating the system and remind them to check the message box. AS needs a hearing check and batteries for his hearing aids and was referred to ‘Specsavers’ under the ”any qualified provider” arrangement. When he expressed his preference to be seen by NHS staff he was told there was no alternative (so much for patient choice). |  |
| 4. | **Extended Hours GP Access System** To address the directive for GP practices to offer 7 day a week access to their patients, an extended hours arrangement will be based within the Longton Cottage Hospital site starting September/October 2018. It will be staffed mostly by local GPs, nurse practitioners and practice nurses on a rota system and open till 8pm in the evening and during the weekend. It is not a ‘walk-in’ centre and patients will need to make an appointment via their own GP practice. |  |
| 5. | **Practice Expansion**Dr Sri is an Honorary Clinical Teacher at Keele University and the practice has now been awarded post graduate training status will be involved in the training post-graduate GP students in the final stages of their studies. We had our first GP registrar in April who was based in our practice until the end of July. We have trainee Doctors that have been placed with the practice up until 2020. In order to accommodate the extra staff a new examination room has been built on the Weston Road surgery site which is also currently undergoing a refurbishment. |  |
| 6. | **Staffing Changes**Practice Nurse Liz Bennett will be retiring soon and Bev is seeking a replacement. A recent applicant withdrew her application just prior to taking up her duties but Bev has another potential recruit in mind and a replacement will soon be with the practice. Kath, who recently took early retirement, must miss us because she will also be returning as a Practice Nurse soon.Donna Legeckis, our Health Care Assistant, will be carrying out yearly ‘wellbeing visits’ to over-75s patients, or if they prefer will see them at the surgery, to check that they are managing and offering advice to enable them to remain in good health.One of the reception staff is on maternity leave. We send her our congratulations on the birth of a baby boy.Everyone in the group is happy with the continuity of GP care that the practice is able to offer now and all are happy with the addition of Dr Bala to our practice team – we have received very good feedback about her. |  |
| 7. | **AOB****Integrated Care Teams Pilot**The practice is currently a pilot site for Longton Integrated Care Teams. The team consists of GP and community services such as District Nurses, Community Matrons, Falls teams, Physios etc. The pilot has been set up as a directive from Midlands Partnership Trust Foundation and will be rolled out to other Longton practices at a later date. The scheme is about identifying patients who are at a high risk of being admitted to hospital and then putting measures and care plans in place to keep them well at home.**Over the Counter Medicines**Even though our NHS system costs less than half the American system and at lease 20% less than any European system NSH England intend cut costs by prohibiting the issue of mendicants that can be purchased over-the-counter at low cost. There is a piece of work currently being undertaken by Stoke On Trent CCG Medicines Optimisation team to review the prescribing of over the counter medicines. Dr Sri has taken the view that this will be considered on individual patient circumstances. It was agreed however, that there are a lot of medicines that could be purchased a lot cheaper and many patients would be happy to do this. MinutesThanks to AS for typing the minutes of the meeting. |  |
| 8. | **Next Meeting**Wednesday 14th November 2018, 5pm at Longton Health Centre, Drayton Road. |  |