

# SWALLOWFIELD MEDICAL PRACTICE

## Patient Group Meeting

## Minutes

15 February 2016

- |   | Action   |
|---|----------|
| 1 <b>Present:</b> William, Dave, Roberta, Fran, Jane, Andy, Bonny<br><b>Apologies:</b> Jim, Rosemary, Sandy, Mike, Roger  |          |
| 2 <b>Welcome</b><br>Roberta welcomed everyone to the first meeting of the year  |          |
| 3 <b>Newsletter Update</b><br>Thanks to Dave and Sandy for their work on the Spring edition. Wording for '3 day turnaround' for dispensing items was clarified and agreed by those present. Community Navigator is a new service which we are hosting at Swallowfield from March. Hopefully due for publication by the beginning of March   | DB/SS/FL |
| 4 <b>Staff Update</b><br>Andy Button is retiring at the end of March. Fran Leafe will take over as Practice Manager, assisted by Ali Henderson who joined us in February. In March we also will welcome a new practice Nurse, Anne Pragnell, who will also train up in minor illness  |          |
| 5 <b>CQC</b><br>still no news but work goes on behind the scenes...   |          |
| 6 <b>CCG Forum</b><br>Roberta and Fran attended the CCG forum meeting in January where there was a talk by a representative from SEAP, a charity which deals with complaints about NHS services. If a patient has a complaint they should ideally contact the practice first or NHS England. If patients are still unhappy they can contact the Parliamentary and Health Service Ombudsman. SEAP offer an advocacy service and support patients with this process if needed.  |          |
| 7 <b>Dispensary Issues</b><br>Bonny Croker, Dispensary Manager, attended the meeting and spoke of the difficulties experienced in the dispensary over the past year. 8 dispensers (most part time) work in the the department = 5.36 WTE. Staffing issues have now largely been resolved with 2 trainees having completed their courses but still needing to complete 1000 hours experience before becoming fully qualified. We have 1 more trainee who has just started the year long course (plus the additional 1000 hours experience. Some of the issues experienced by patients have been/are due to items becoming unavailable from the manufacturer for various reasons, but also many patients do not order their medication in time, run out and then need medication dispensing at very short notice - this bucking the system has a knock on effect for other patients. Each dispenser works at every post during their shift eg. answering telephone repeat requests, online repeat requests, acute prescription requests from the GP/patients, face to face repeat requests and medication delivery, actual medication dispensing, checking, ordering, stock control - the list is varied and all staff members are working at full stretch to meet demand. The new online ordering system will help a little but there are still teething problems, particularly when a patient comes to re-order their meds and their prescription needs reauthorising - the practice is currently working to overcome this by introducing reminder slips. |          |

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### 8 **Online Access**

Vision Online was introduced in September and has caused many problems within the Practice, most of which have now been resolved. However we are migrating to Patient Services shortly and this may present further problems. We have a dedicated member of staff handling all requests for online access. Delays occur if the GP has to sign the request off.

### 9 **Extension plans**

Andy showed the group the plans for the proposed extension. All agreed this would provide valuable space as the practice is bursting currently. All neighbouring householders are being invited to attend an open morning viewing on Saturday 20 Feb

### **AOB**

CCG Governing Body Public Meeting - 1 March pm - anyone interested is welcome to attend

**DONM: Monday 9 May 2016 6.30pm**