

# THE LEA SURGERY

Practice Meeting Minutes. Date: 24<sup>th</sup> May 2016

**Present:** Dr. A. G., L. G., R. S., D. B., D. W., D. D., L. H., P. L., K. N., S. A., L. A., N. M-A., V. O., L. J., M. V., Dr. C. F., Dr. F. G., M. L., J. G.

## AGENDA

- 1) Patient Survey
- 2) NHS Choices Complaints
- 3) CQC
- 4) Building Update
- 5) Pharmacist Employed
- 6) Water Machine
- 7) A.O.B.

### 1. PATIENT SURVEY

The patient survey was discussed at length with the PPG members and staff comparing our results with the Local and National average. Survey is attached below.

D.D. felt that If a patient is ill then they should not just wait for one doctor but see anyone. He finds the doctors at the surgery very good.

D.B. Maybe if a patient has complicated problems they want to see a doctor who is already familiar with their problem.

Dr. G said it is hard to recruit new GP as newly qualified doctors want to go into locum work.

L. H. There are those patients who may want to see a different doctor whilst R. S. says he finds all the doctors to be very good at Lea surgery and qualified.

97% said appointments received were very good.

Area to work on is 46% who felt they wait too long to see the doctor when they attend for the appointment.

Fact is that we do not only work on one problem; one appointment sometimes may present with an urgent problem that needs to be sorted so the clinician cannot always run on time. If they have to keep coming back then it may affect patient Access. Some clinicians speak additional languages such as Lalita, Faisal and Lydia so they absorb those patient who need help with interpreters.

One to work on is that GP need to try and explain better regarding results and tests.

97% say they have confidence and trust in the GP.

Nurses came out very good in the survey.

93% satisfied with the opening hours. **85% overall experience very good**

## **2. NHS CHOICES COMPLAINT**

There have been some negative comments added on the NHS choices website. We have appealed about 3 and have had our appeals held up as they were found to be malicious in content.

Clinician running late was a repeated comment so we decided if a clinician is running late then reception should advise the patients in the waiting area of the approximate waiting time. A new system was put into place to write on the board on the front desk the estimated waiting time but this is not working properly as the waiting times is not being updated sometimes when the reception is exceptionally busy.

We have altered the check-in machine that he shows the patients when they sign in how long the waiting time is.

If a clinician is running late then it would be helpful if a fellow colleague can help see some of patients to cut down on the lateness.

We are offering appointments within a few days and sometimes have to use Locums.

## **3. CQC**

We are expecting to have a CQC visit by October. Dr Goel asked which of the PPG members would be interested in coming to the surgery when we have our CQC visit. We should get 2 weeks' notice before the visit so we will get some of them in on the day.

## **4. BUILDING UPDATE**

NHS England have spent approximately £100,000.00 on plans to improve upstairs of this building. Plans for renewal fell through so they now want us to move to Kenworthy Road. Producing Business case to submit to Panel 6.6.16

The options are staying and expanding on to the first floor or going to Kenworthy.

NHS England seems more serious now about their plans for us to move to Kenworthy Road.

We have a trainee doctor starting in August.

## **5. Pharmacist Employed.**

The surgery has employed a full-time pharmacist since October 2015. His duties include:-

1. Clinical admin for doctors' workload; screen and file away.
2. Make sure medication changes are reconciled.
3. Prescriptions are screened, reconcile repeat dispensing regime and make appointments to see GP when needed. For patients on High risk drugs, check bloods have been done etc. This has helped to reduce appointments made for repeat medication. All those queries now go to Saquib. System is safer.

We have changed the time for getting prescriptions back from 48 hours to 72 hours. This will give us more time for it to go through the system especially when there is a regular doctor.

Faisal said having the full time pharmacist has help enormously as he streamlines the work and makes it

easier to function.

In the long term there will be saving to the NHS and the surgery budget.

## **6. Prescribing feed-back**

We are within budget by 8% - £800.00. 2 years ago we were £250.00 overspent. Reducing antibiotics prescribed by 61%.

Overactive bladder treatments overused so need to switch to cheaper drugs.

High Risk anti-inflammatory drugs 9.55%

Nutrician supliments.

Diabetics to use long-acting insulins. Use Metformin first line. Some patients using 2-3 drugs so not feasible. We will not change insulins regime for patients who are stable. To increase neproxin and ibuprofen. ? side effects; If patients are aware of risk and want to keep taking then we won't force them to change.

NICE guidelines – use whatever drugs and tailor to patient use.

L.H. – queried the coming antibiotics crisis.

2/3 of antibiotics used in animals so they should talk to farmers' first line. Patients should be tested first to see if antibiotics needed. Some patients are insistent on getting antibiotics. The amount of antibiotics we prescribe as a surgery is far less than before.

R.S. – Thinks is a waste of time for patient to get GP letter to go and get hearing aid checked/changed. There are drop-in centers they can just go and self-refer.

Consultants to refer on to related specialties and not send to GP to refer on. GP can send the request back to them and ask them to do the referral as they are the ones who have assessed that the patient needs follow up treatment.

## **7. PPG MEMBER FEED-BACK**

D.D went to a meeting held by NHS England. Some of the things being said by Laura Sharpe he felt the lea surgery ticked all the boxes. They discussed opening hours, long term shortage of GP etc. One lady waited 5 days to see her GP.

Alison Godland was surprised at the opening hours we have.

## **8. WATER MACHINE**

There was a query if we have a water machine. Not at present but they already have water machines at Kenworthy road if we are moving there.