

Patient Participation Group

May Lane Surgery

Minutes of a meeting held on the 13 April 2017

1. Members Present:

Shirley Hill, Lesley Cross, Marcia Heaven, Harry Atkinson, Rosalind Cameron-Mowat, George Way, David Thould.

2. In Attendance:

Vee Scott, Wendy Hunter (Surgery Manager) Dr Opher.

3. Apologies:

Hayley Bewick, Fiona Madden, Mike Baker, Sally Hayward, Richard Watson, John Hobson, Joan Gummer.

4. Note:

4.1. The meeting started abruptly with the arrival of Wendy Hunter and Vee Scott.

5. Vee Scott Business Manager GDoc LTD:

5.1. Vee Scott introduced herself and briefly outlined the roll of GDoc LTD. GDoc is a member organisation that represents the eighteen practices in Gloucestershire. All the practices are shareholders. GDoc were successful in a bid with the Clinical Commissioning Group (CCG) to secure funding for extended access for GP services. Namely. Choice Plus, extended access appointments. Specialist nursing services, diabetes, COPD, heart disease. Mentoring and training for practice nurses. Provide support for the Rapid Response team.

5.2. GDoc Provide support for the Repeat Prescription Ordering Centre, which is a pilot for the CCG. The centre is based in May Lane Surgery. The centre staff are not surgery staff, they are specially recruited and trained staff. The staff are not there to make clinical decisions, they are there in an administrative role. Patients phone in and talk with the centre staff about

reviews and to order repeat prescriptions. Eventually all six practices across the Berkeley Vale area will be using this centre. For the moment it is just Dursley, this is to iron out any teething problems. Other pilot schemes have been carried out in urban settings such as Swindon. This is the first time that a pilot scheme has been carried out in a rural area. The PPG members were asked to comment and ask questions.

5.3. Marcia Heaven asked whether the scheme included repeat prescription items that were not required on a regular basis, and whether that would be a problem. Dr Opher commented that items such as this would most probably require the consultation of a doctor.

5.4. Lesley Cross asked whether patients with dementia could have the same colour tablets issued every time. This would avoid a considerable amount of mistrust, distress and confusion. Was there any way in which a patient with dementia could be highlighted. George Way commented that when the tablets came from a different supplier they were a different colour. Dr Opher explained prescriptions were issued under a generic name, the name of the drug, it was up to the pharmacist as to the manufacturer of the drug. Different manufacturers use different colours. Dr Opher said as it was a pharmacy issue to visit and consult with the pharmacist.

5.5. Harry Atkinson cleared up that it was only telephone enquiries, and not asking at reception that was affected.

5.6. Marcia Heaven asked if the collection process was the same and what if you needed your tablets early. Vee Scott said that you would phone in and the doctor would be consulted in the same way as if you visited the practice.

5.7. Lesley Cross asked which budget the money for the scheme was coming from. Vee Scott replied, the CCG as part of the Sustainability and Transformation Plan (STP). Lesley Cross then added, if there was a saving where does that money go. Dr Opher suggested that it meant the CCG were less overspent, adding that it may mean a few extra nurses, but not necessarily in our area.

5.7. Marcia Heaven asked what would happen if you were not happy with, or did not give your consent to letting the centre staff handle your requests. Vee Scott replied, the patient would have to visit or contact reception.

6. Minutes of Last Meeting:

6.1. The minutes were approved.

9. Any Other Business:

9.1. George Way commented on Arriva. Arriva had been rude to his wife and told her “This is not a taxi service”. Lesley Cross suggested going to Healthwatch, Dr Opher agreed. Arriva are a contracted, non-urgent, transport service for patients.

9.2. Rosalind Cameron-Mowat asked about continuing NHS funding. Dr Opher explained that the NHS, under certain circumstances, pays for social care. Lesley Cross added that the payments were time limited.

9.3. Harry Atkinson asked if the issue of Junior Doctors contracts was done and dusted and they had been forced into acceptance. Dr Opher said Yes.

9.4. The issue of print off's and paper wastage was raised by David Thould. It was agreed that the minutes would be projected on the meeting room screen at the next meeting.

The meeting closed at 11.52 hrs.