Notes of the Riverside Medical Centre PPG Meeting

**Held on 23rd January 2020**

**Present:**

Emma Haigh Riverside Medical Centre

Sylvia Megson Patient Representative

Joyce Swindlehurst PPG Chair

Janet Eaton Patient Representative

June Price Patient Representative

**Apologies – none**

**Notes from previous meeting -** Agreed

**Matters Arising**

* The group discussed the Clinical Pharmacist role. The surgery has had very good feedback from patients following reviews and appointments. Jinnan is currently training to be an advance clinical practitioner, which will allow her to see patients alongside the GP’s for all medical conditions. Emma to liaise with Jinnan about attending a meeting to meet the group and explain her role.
* Care navigation – discussed how the receptionist had undertaken care navigation training which prepares them to signpost patients to the correct clinician. This should not be confused with clinical triage. The receptionists are not deciding whether you can see a GP but the aim is to direct the patient to the appropriate service/ clinician. . By taking a description of the problem, the receptionist can signpost the patient to the correct clinician. Such as the midwife, district nurses, etc... They can also ensure you see someone who can deal with your problem, such as the minor surgery GP or implant/ coil fit GP. This should hopefully reduce wasted appointments when patients book in with the wrong person or appointment type and will utilise services more efficiently.
* Home visit procedure discussed. All GP home visits requests are clinically triaged by a GP who will decide whether a visit is appropriate, safe and necessary. If a patient is mobile, they will be advised to attend the surgery. The safest place for all patients to be seen is in the surgery, where the GP’s have access to medical equipment, testing facilities, medication information and other health care professionals for guidance.
* Missed appointments (DNA’s). Not really a problem in the morning clinics as same day bookings but we still have a problem with missed appointments, particularly the nurses. We send text message reminders the day before and patients can ring, email or use online access to cancel appointments. This is a problem in all GP surgeries so we are not alone.
* Discussed NHS 111 and their direct booking capability. We have a number of appointments that are available for NHS 111 to book through their system which allows them to make appointments for patients they have triaged. They can also arrange appointments at Treatment Centres for patients if needed.
* A group member was asked for a E111 card when they attended the hospital and was wondering if they were checking whether patients UK citizens? The surgery has not received any information regarding this and has no plans to implement this in surgery. Riverside continues to be free at the point of use for anyone. Currently no facilities in primary care to check for citizenship or charge patients.
* Discussed PPG recruitment. This will be added into the next newsletter. Doctors will be asked to discuss with anyone who may be interested during appointments.
* Urine bottles. A group member reported that they had problems with a urine sample and the bottle provided. Discussed the different bottles. White top bottles are used for dip-testing samples patients bring in. White top test tube bottles are used to send to the laboratory for renal function urine tests. The red top bottles with the white powder inside are sent to the lab for testing for potential urine infections. If a sample is requested the clinician will indicate in the medical notes which bottle type is requested. We are no longer able to take samples from patients unless a clinician has requested the sample.
* Chairs in waiting room – some are not in good condition. Emma will liaise with our handyman to check and repair.
* Hand hygiene. The group thought it may be useful to have signs and leaflets about good hand hygiene in the surgery. Emma to look into this.
* Flu jab. Discussed how this only protects against certain strains of flu and is updated each year depending on the most common strains identified the previous year. Flu jabs now available from the surgery and from pharmacists.
* Self-care. Discussed having a notice featuring self-care advice and how to self-medicate for issues which do not require GP appointments such as colds, sore throats, and verruca’s.

**Next meeting Thursday 12th March 2020 at 2pm**