

## **Royal Crescent PPG Minutes 10-12-2019**

### **Present:**

Practice staff: Tracey Scorer (PPG Co-ordinator), Leanne Birch (Operations Manager)

PPG members: Peter Cameron PPG Chair, & 9 PPG Members

Guest: James Gammons (Jim) (Engagement and Communications Co-ordinator PPGs)

Apologies: 5 PPG Members

### **Welcome and Introduction:**

Peter opened the meeting and welcomed 2 new members to the group and asked everyone to introduce themselves.

Jim gave a brief description of his job role as Engagement & Communications Coordinator for PPGs. His role is to support Practices and PPGs in the Weymouth & Portland, West Dorset, Bournemouth and Christchurch localities to help create PPGs where Practices have none, and to help existing PPGs develop. Jim said he is not there to run/take over the PPG, but to support them in any way he can for example sharing best practice from other PPGs and acting as a sounding board for planning activities and events.

Ideally PPGs should be representative of the patients of the practice. Leanne offered to bring the Practice demographics profile to the next meeting. - **ACTION LEANNE**

### **Updates from previous meeting 30-5-19**

**Preston Flood** - Tracey apologised for cancelling the previous meeting in September due to the flood at Preston Surgery and lack of space at Royal Crescent to hold a meeting. The Practice was praised for continuing to provide all patient care at Royal Crescent Surgery, with no cancellation of appointments. Patient feedback received at the time was very positive of how smoothly this was dealt with by the practice.

**E-consults** are picking up. Patients seem to be happy with the fast turn over to their query be it admin or health related. It is noted more females are using this than males. E-consult can be used for more minor/ acute problems.

Heather said this is useful for people who don't work the normal 9-5, as this can be used at any time/any day of the week. It is also useful for people who work away / or are on holiday away from home and need some medical or administrative advice.

#### **E-Consults received June – Nov**

<b>MONTH</b>	<b>AMOUNT</b>	<b>MALE</b>	<b>FEMALE</b>
<b>June</b>	23	9	14
<b>July</b>	19	6	13
<b>Aug</b>	21	6	15
<b>Sep</b>	35	6	29
<b>Oct</b>	34	5	29
<b>Nov</b>	20	8	12

### **Patient Online / Digital Champions Appointments**

**Patient Online** – 5233 patients are currently registered to use Patient Online Services which is 26.7%. In June 2018 there were 3743 patients signed up. The practice is pleased with the increase but would like to see more patients using the service., especially more patients requesting repeat medication in this way.

**Digital Champion** appointments are available every Thursday – but are not being taken up. The PPG were asked to spread the word that there are one-to-one appointments available to help people access patient online services and gain confidence using a computer or smart phone for this. It was felt the poster advertising the services could be better – **ACTION TRACEY**

**Leg Clubs** - now up and running at all 5 venues. Venues open 9.30 – 11.30. Proving to be popular with patients and eases up appointment capacity at the surgery.

Monday	St Francis Church, Merridin Close
Tuesday	Westham Methodist Church, 103 Newstead Road
Wednesday	Willowbed Hall, Chickerell
Thursday	The Springfield Centre, 436 Dorchester Road
Friday	Wyke Regis Community Centre, 7 Ryemead Lane

**PPG Locality Chairs Group** – The chairs from the local PPG groups in Weymouth & Portland meet quarterly and share ideas from their group meetings. The chairman Peter Greensmith, sits in on the Weymouth & Portland Partnership board meetings. Peter can relay messages from individual PPG groups to this board and on upwards to the CCG if need be, similarly information from the CCG can be filtered down to PPGs through Peter.

A Health event is being planned for next April, similar to the Healthy Living Event in 2017 hosted by the RCS & PRS PPG. The event will have the theme of 'Getting Healthy – Staying Healthy', it will be targeted for the over 60s age group and will have various health services stands in a market style and have 3 key speakers on Nutrition, Exercise and Mental Wellbeing.

If anyone has any ideas, contacts or would like to be involved in the running of this event, please email Tracey.

**Surgery Updates** – Leanne had just taken part in a CQC inspection phone call. The CQC were impressed with data from this year's GP Patient Survey in which we were 20% better on average than other surgeries for patients able to get an appointment the same day.

Leanne said that the practice had worked hard throughout previous years to be able to achieve this. We work from personal lists which help and have the motto 'Do Today's work Today' – this may involve GPs triaging patient calls or telephone appointments. Leanne said that a full time GP has roughly 1900 patient list.

The GP Patient Survey results are available on line by visiting [www.gp-patient.co.uk](http://www.gp-patient.co.uk) and searching for Royal Crescent Surgery.

### **Paper prescriptions / Electronic prescribing**

Leanne explained that from March next year 99% of prescriptions will be electronic. GPs will send prescriptions electronically to a patients' chosen pharmacy. If the patient is not sure which pharmacy, they might use the GP will issue the prescription electronically and give the patient a 'Prescription Token' with a barcode to be taken to a pharmacy.

This is more efficient for GPs and pharmacies and will lessen prescription fraud and patients losing prescriptions. Patients are now being advised to inform reception of their chosen pharmacy.

The PPG asked what would happen if someone collects your prescription on your behalf. Rowlands pharmacy stated they generally know the people who use their pharmacy, if a stranger came into collect medication they would ask for identification. They always ask for name, date of birth and address.

**Flu** - Leanne said that uptake for the annual flu vaccination was lower this year and asked the PPG if they had any ideas why this might be? – it was mentioned that some employers are giving flu vouchers to their staff – some of these may have been eligible to have one at the surgery and this

may have affected our figures, also more people are choosing to have this at a pharmacy, possibly due to ease of access and opening hours.

### **Patient Emails**

Leanne said we are currently receiving more and more correspondence from patients via email and the practice are looking at ways to reduce this. Some emails are for prescription requests which could have been requested via SystmOnline – processing prescription requests via SystmOnline is much more efficient and secure for the practice. Whilst we do not want to take away a patients ability to email us, the amount of emails daily are proving difficult to handle.

### **Patients who Do not Attend (DNA)**

Leanne was asked if the practice took any measures if a patient misses an appointment. Some surgeries send a letter if a person misses three appointments in a year. Tracey mentioned that the appointment messaging service we use can send an automatic message to people who do not attend their appointment. Leanne will discuss this further with the management to see if they wish to adopt this. - **ACTION LEANNE**

### **Election of new PPG Chair**

Peter Cameron stated due to other commitments he could no longer give the PPG the time he felt it deserved and wished to stand down as Chair. Peter was elected chairman in August 2018 - the PPG thanked Peter for all the work he had done for the group and for the time and effort he had put in helping to create the Healthy Living Event.

Tracey had emailed the PPG previously asking if anyone wished to stand for Chair and received no email replies. The attendees at the meeting were asked again if anyone wished to stand for Chair, Heather Morris volunteered to be Chair for the following year, with Margaret Dean and Lois Edwards helping as joint Vice Chair. All attendees at the meeting were in agreement, and Heather Morris was elected as PPG Chair for the coming year.

The PPG Terms of Reference were agreed.

---

### **AOB**

Tracey said she had been approached by Chris Keenan – Partner and Head of Court of Protection team from Humphries Kirk Solicitors who has offered to give a presentation to staff and patients about Lasting Powers of Attorney (LPAs). There are many nuances to both the health and welfare and property and financial affairs LPAs which he has found can be helpful to have explained. There are also a few watch points that are worth considering concerning capacity, undue influence and duress.

The PPG said yes they would like to hear this and Tracey will contact Chris and arrange for him to come to the next meeting. - **ACTION TRACEY**

---

### **Next Meeting**

The next meeting will be held on:

**THURSDAY 12<sup>TH</sup> MARCH 2020 3PM–4.30PM**

---

### *Acronyms*

PPG	Patient Participation Group
PRS	Preston Road Surgery
RCS	Royal Crescent Surgery
CCG	Clinical Commissioning Group
CQC	Care Quality Commission
FFT	Friends and Family Test
TOR	Terms of Reference
LPA	Lasting Power of Attorney