

## **ASPLANDS PATIENT PARTICIPATION GROUP**

**MEETING 28<sup>th</sup> January 2020**

### **MINUTES**

#### **PRESENT**

Graham Youngman (Chair)

Nicky Hall

Lin Vorley

Jennifer Boon

Chris Batten

Candice Brazier and Theo

Lesley Bell (notes)

The Chair welcomed Candice to her first meeting of the PPG, accompanied by son Theo.

#### **APOLOGIES**

Suzan St Maur

#### **MINUTES OF THE LAST MEETING**

These were approved.

#### **PATIENT GROUP FEEDBACK**

Examples were given of poor practice within the surgery, almost certainly arising from increased demand from patients. The examples included: -

- Several avoidable errors on a death certificate issued by a GP
- Lack of sensitivity or interpersonal skills by reception staff when having to turn down a request.
- Reception staff on occasion failing to consult a GP or nursing staff and making decisions concerning patients they are not qualified themselves to make.

Equally it was recognised that many patients request an appointment with a GP when the matter could be more appropriately dealt with by a member of the nursing team. This indicates that patients should be given more information so that they can make informed decisions as to who they should see concerning their medical condition.

The difficulty in **accessing scales to weigh new born babies** on a regular basis **was raised**. Often have to go to Flitwick for 9am in rush hour traffic. This is currently being looked in to as part of the surgery refurbishment. It is planned to improve provision for new parents and to encourage Health Visitors and Midwives to use the surgery. Babies should be weighed at the same time as they are being vaccinated.

## **SURGERY MATTERS**

**Architects** are currently looking at the options for refurbishment of Asplands and sketching out ideas.

The surgery is planning to undertake **statistical analysis** to identify: -

- Who is coming through the front door?
- Who they wish to see or have an appointment with?
- Whether it is necessary for them to see a GP.

(See section above on Patient Group Feedback)

The surgery has an issue with **patients who move out of the catchment area** but wish to stay with the practice. This can cause particular problems if the surgery is unable to access or make referrals to other services in the area to which they have moved in this instance to Northampton area.

The surgery is one of the best in the area for **on-line appointment bookings** where they can also be cancelled. However, the issue was raised that it is not clear whether the booking was made with a GP or a nurse. This will be looked in to.

**Parking** - There are parking problems occurring as a result of the building development site accessed through Asplands Close. Wherever possible, patients are requested to walk to the surgery, or park elsewhere eg Wood Street.

The **Retinal Screening Bus** has taken up parking spaces for longer than expected as due to technological problems some appointments have had to be cancelled and rescheduled.

Patients are advised **NOT to dispose of baby wipes** or anything other than toilet paper in the surgery toilets. 8/10 baby wipes had to be pulled by hand from the surgery sewers the day of this meeting.

## **PRIMARY CARE NETWORKS**

The next meeting of the **PCN/PPG** will be in June – date to be arranged

The PCN is advertising for a clinical pharmacist to take some pressure off GP's. Their role will include an annual review of medication. They are expected to visit Asplands once a week.

## **BEDFORDSHIRE CCG**

No information other than a recruitment freeze.

## **SOCIAL PRESCRIBING**

- Louise is now on maternity leave and is being replaced by Lindsay Measures who undertakes social prescribing one day a week.
- There is a shift of emphasis on keeping people healthy – taking groups on walks and encouraging interaction to avoid/reduce isolation and loneliness
- Promotion of healthy eating and healthy exercise including running groups

## **HEALTHWATCH**

- It was agreed that the Healthwatch e-newsletter be circulated to members of the PPG.
- The recommendations from the 'Enter and View' undertaken in Burlington Hall have been followed up and action taken.
- There is an appeal for more men to donate blood. This raised the question of how you now donate blood – where and when. It was significant that no one in the room currently knew how or where to donate blood.

## **HELPING HANDS**

- 5 new younger volunteers have joined
- A successful Christmas party was held.
- Considerable discussion about who is responsible for arranging transport to/from hospital appointments. Situation needs to be clarified depending on which hospital visit has generated the appointment. Currently very confusing for a few patients who 'fall through the transport net'.

- Setting up of 'Als Pals' – a buddy scheme supporting cancer patients in Milton Keynes

## **NEWSLETTER**

- No newsletter this time – will be due the next meeting.
- Main focus is likely to be on the PCN and working together
- The Kings Fund have produced a paper on PCN's which may be a useful source of information
- If newsletter is to be included in Christian News, Chris is to be informed – the deadline for inclusion is the 2<sup>nd</sup> week of every month

## **AOB**

- Reference was made to One Call – providing access to District Nurses who make home visits on the NHS including weekends.  
Due to pressure on surgery nursing capacity/availability, one patient was able to arrange home visits by One Call for wound dressing (**appendectomy**) following discharge from hospital, during the week. Also, to avoid the discomfort in traveling to a Saturday nurse appointment offered at Flitwick surgery.
- **Notes for next Meeting-** Repeat *prescriptions to be reviewed at the next meeting as an agenda item – this was noted in the minutes of the Sept meeting notes.*

**DATE OF NEXT MEETING-** 21st April 2020 2pm at Asplands