

Summary of Minutes of Meeting
UPPINGHAM PATIENT PARTICIPATION GROUP
held on 26th September 2017 at 5.30 pm

The Rapid Access Clinic and corresponding changes were rolled out on **11th September**. Some members of the PPG expressed their dissatisfaction, feeling that this had happened very quickly and without sufficient warning or feedback to the PPG and that **additional changes**, particularly at Ketton, had not been explained in advance causing complaints and confusion. The PPG was not against the changes and this **criticism was purely about communication** between the Practice and patients, where the PPG should be a conduit for information.

Dr Pickering apologised if communication had not been good enough. The Practice had been working on changes to staffing and sessions but these arrangements could not be finalised until the end of August. **They wanted to maintain** the current high level of patient access to appointments, with any changes concrete and long term. **The problem was** that these changes were being forced upon them with a deadline of 11th September. They were using a Nurse Practitioner and a locum but did not yet know the level of staffing that the Clinic will require. **They also wanted to ensure continuity of care**, particularly for Dr Sadler's patients at Ketton, but rearranging times on one site had consequences elsewhere; also dispensing staff needed to be available at corresponding times. There are 285 patients registered at Ketton, 574 at Gretton and 700 at Barrowden. **The doctors try to be equitable over all surgeries** and work on 1 GP session to about 200-250 patients across the whole practice. Ketton now has only one GP session; previously there were two but these were not well filled. Only 20% of Ketton's population uses the Uppingham Practice. The CCG has given a **temporary measure for the reduced hours at Ketton** and a full appraisal must be submitted at the end of the 4 month period. At Gretton the nurse and the doctor have simply swapped days. Barrowden has lost one Health Care Assistant session that had not been fully utilised. **Details of times and sessions are on the website and in surgeries.**

The CCG has stopped 3rd Party Ordering of Repeat Prescriptions to combat waste as some chemists were continuing to provide repeat prescriptions without checking their appropriateness. The Practice will follow up with the CCG on repeat prescriptions for "vulnerable" patients. To help with the dispensing of repeat prescriptions and to relieve pressure on telephone lines the **Practice is keen to encourage patients to use on-line ordering**, and an automated system is being gradually introduced. Patients will need a pin number for identification and are being given information when they contact the surgery, at clinics and during consultations. Patients are **still able to use paper prescriptions** and to deliver these to their usual surgeries. **Flu Clinics** are now running and patients can attend at any branch. The vaccine is prepared 18-20 months before it comes out and based on anticipated strains to be covered, so if Australian Flu is now to be included a rapid response may be needed.

Questions were asked and members reassured regarding firstly who deals with **telephone calls** now the new Clinic is running and how those calls are dealt with, and secondly regarding patients always being offered **appointments at their local surgeries**. The website was still not felt to be totally clear regarding booking appointments as only non-urgent telephone call-back slots can be booked there. The current clinics for ear syringing will continue.

No comments have yet been found in the **Suggestion Box**. Boxes will be placed in branch surgeries. **The Healthwatch AGM** had been well attended and but it was clearly felt that there was inadequate access to decisions being made and also that there was not enough genuine consultation and information available to make sensible decisions.

The next meeting will be on Tuesday, 16th January 2018 at 5.30 at the Surgery.

Footnote Dr Hilary Fox is announcing that she will be leaving the Practice at the end of the year. A new GP Partner, Dr Nainesh Patel, will be joining the Practice. He will be working as a locum in December for two weeks to enable a handover before he starts in January.