

Practice Patient Panel Meeting 16th August 2018

Attended by:

For the Practice Patient Panel

Colin Farlow
Val Dixon
Pauline Edwards
Ann Davis
Arthur Harman
Madelin Bexon

For the Practice

Andy Potter - Practice Manager

Guests

Ebbie Peters - Wellbeing Exeter

Apologies from PPP Members

Colin Stiff, Ruth Sanders, Liz Rhodes

(1) Agree minutes of the last meeting and any matters arising

Duly agreed with any matters arising being dealt with in the main body of the meeting

(2) Ebbie Peters - Community Builder - Wellbeing Exeter (WE)

We welcomed Ebbie to the meeting again and she provided a short update:

- An open-air Yoga Group had been started and the Running Group was doing well.
- The local Garden Society was flourishing. It was agreed this was a group that might wish to promote itself at our forthcoming Flu Clinics – more on that later.
- The first edition of the Pinhoe Press had been well received and was being delivered to every household in the area. This was a useful conduit for both health messages and the work of Wellbeing Exeter.
- A Pinhoe Memories event was in planning, further information to follow.

(3) Update on the Community Hub

Val highlighted the following:

- An architect and bid writer had now been engaged to work on the project.
- Aimed to submit a Planning Application in September.
- It was hoped that the doors of the hub would open in 2020.
- The summer fete, in support of the Pinhoe library/hub, had been a great success.

(4) Practice Update

Dashboard

At a recent Exeter-wide PPP, it had been noted that another Practice Manager provided their PPP meetings with a summary of key statistics at each meeting. The term 'Dashboard' was coming into common use in the NHS (*from its origins in business*) to describe quick summaries of (*sorry more jargon*) Key Performance Indicators or KPIs.

Andy presented a page of such KPIs looking at list size/growth, numbers of appointments/DNAs (*did not attends*) and some stats on prescribing. Members felt this was useful and interesting information and it was requested that use of the eConsult online enquiries system also be reported on. The Dashboard is attached to these minutes. Andy also gave a short update on the growing patient list and Practice efforts to balance our medical workforce with changing demand.

Expert Patients

An email regarding this had been sent to Practice Patient Panel members and its content is reproduced below for information:

Those of you who live at the Broadclyst end of our catchment area may have read the attached article that I recently wrote for the Broadclyst Broadsheet. If not, can I suggest you read it now before continuing with the rest of the email.....

..... as you will have now read, we are looking to recruit a panel of so-called Expert Patients. I'm writing direct to members of the Practice Patient Panel as you are individuals who have kindly agreed to take a greater interest in Practice affairs. We are also writing to selected individual patients directly, where their own GP feels they might be interested in taking part.

To act as an Expert Patient you would ideally have a long-term medical condition and be receiving treatment. You would be happy to talk about your condition, its treatment and how it impacts upon your daily life, with medical students – singly or in small groups. It would also be a great help if you are prepared to come to the Pinhoe Surgery to do this. We have the space for training sessions here and many of the students are without personal transport and find Pinhoe much more accessible.

This is very much a new departure for us, one we are considering in the light of the increased numbers of medical students having placements in GP Practices. Quite exactly how the programme will work is as yet unknown, so we are a little short on detail at present.

If you think you might be interested in acting as an Expert Patient we'd love to hear from you. Participation is of course entirely voluntary and expressing an interest does not commit you in any way. Any participation you might agree to, can end at any time you wish.

If you are interested please email pinhoe.surgery@nhs.net and clearly mark the email FOR THE ATTENTION OF DR BIRD, who coordinates training activity in the Practice.

The article from the Broadsheet is attached on the right. Members could see the value of the Expert Patient approach and felt it could be extended to parents/carers of patients so affected, to give students a different perspective. Andy advised that once we had a list of potential 'Experts' - some nominated directly by GPs - they would be sent a letter inviting their participation.



Broadsheet

(5) Encouraging Online Access to Medical Records

The NHS had set a target that at least 30% of patients be signed up to online services. Here at the Pinhoe & Broadclyst Medical Practice we were close to that at 29% and the number was growing. The Digital Eagles service, that provided monthly sessions at the Library, was very well regarded. Once our Practice WiFi was up and running (*delayed... but coming soon we hoped ?*) it was agreed the Eagles could be offered space here periodically, to facilitate patients in getting online.

Andy updated members on the current position on online access to medical records. Under their NHS contract, GPs were required to provide access to coded items in the medical record. This included everything *apart from* free-text entries and letters attached to the medical record. All investigations, such as blood tests, were coded and therefore accessible. Patients did of course have the right to access their entire medical record - including written/paper entries pre-dating computerisation – on request and under other regulations going back many years.

The GPs had some discretion on extending patient access to the non-coded items. However for the time being, they had opted to limit access to the NHS contractual requirements.

(6) Flu Clinics

Andy noted that we had yet to set the dates for these. With two different vaccines this year, aimed at different age ranges, the supply/delivery chain was proving more complicated. Agreed the events could provide a useful publicity/marketing opportunity for Wellbeing Exeter's services, the Community Hub and the Gardening Club. Andy also hoped to involve the Fire Service who often welcomed such opportunities to promote the use of Smoke/CO Alarms. Andy to circulate dates once these were fixed.

(7) Over The Counter Medication

Madelin Bexon had been in touch with Andy regarding this, with a view to encouraging patients to make more use of inexpensive OTC meds, rather than asking for them on prescription. A suitable seasonal example was the antihistamine Loratadine, where a month's supply could be obtained from Aldi for just £1.58.

Andy noted that many GPs would agree that a simple prohibition on prescribing certain items would be the preferred outcome. However for a variety of contractual and 'political' reasons that approach was problematic. In the meantime we had to rely on persuasion and appealing to people's understanding that the NHS didn't have money to burn !

The Dispensary staff at Broadclyst had recently designed a very well-received display on medicines wastage. Andy would speak to them regarding something similar on OTC issues and see if he could also get the CCG involved.

(8) Any Other Business

Arthur advised that the Alzheimer's Memory Cafe was to cease at the end of September.

(9) Date of the Next Meeting Agreed as Wednesday 21st November 2018.

Practice Statistics for Practice Patient Panel

August 2018 Meeting

New registrations previous 3 months	442	
Patients left previous 3 months	280	
Patients died previous 3 months	36	
Net increase	126	
List 3 months ago	12,148	
Current List	12,274	
Number of WTE GPs	5.875	
Patients per Whole Time Equivalent GP	2,089	
UK average WTE/GP	1,700	
Patients seen by a GP, Nurse or HCA	5,403	} Over past 3 months.
Actual total appointments filled	10,029	
DNAs	534	
% DNAs	5.06%	
Patients on any prescribed medication	6,947	} At today's date.
As a % of list	57%	
On a REPEAT prescription	6,392	
As a % of list	52%	