BUCKSHAW VILLAGE SURGERY

Patients Participation Group – Minutes of Meeting held on 3rd September 2019

Present: Dr. Muttu, Carol Brown (Adlington), Brian Hann, Margaret Horan, Ian Humphreys, Craig Lee, Ann Matthews, Janet Nash, Ged and Pam Palmer.

Apologies: Mark Barrow, Christine Bracken, Heather and John Heaton and Andy Humphreys.

Janet welcomed everyone to the meeting and thanked them for attending the meeting which was being held at Adlington. She welcomed Ian Humphreys and thanked him for joining us and Carol Brown for her welcome to Adlington.

Minutes of the last meeting were agreed with the following amendment having been added.

System Integration. Brian informed the meeting that they wish to merge 5 of the 6 (not Buckshaw) systems purely for the purpose of allowing us to run a single clinical system. This will have no impact on the patients whatsoever. This was discussed in full at the meeting and the PPG fully supported the merger of the contacts to provide a single operating platform.

Brian thanked everyone for attending the meeting at Adlington and said the reason behind holding the meeting there was to see how it had recently undergone major refurbishment. Members liked what they had seen and Brian stated that this was to be the "blueprint" for the other surgeries within the group especially the surgery at Lostock Hall which is due to undergo refurbishment in the near future.

Chemists: Janet reported that nothing further had been heard other than the acknowledgement letter. Members did say there are several other local chemists who do still deliver medicines.

Well-Being Clinics: Several methods will be used to invite people for these tests.

Cancer Champions: Two members of staff are undertaking this role which is coming on track. They are Beverley from Croston and Kerry from Buckshaw. More information as this role expands

Euxton Hall: Janet is to contact Beverley of Euxton to arrange this.

Ordering of Repeat Prescriptions: Craig reported that texts and letter have been sent out about these changes and details of the exceptions and patients seem to have accepted this.

OPEN DAY: 5th October 2019 10 am to 11.30 am. This date was fixed at the last meeting and dicussion took place as to what kind of things we were hoping to do. Several ideas were discussed and it was agreed that we ask Sue Ryder (Brian did this whilst at the meeting and they have agreed to attend). It is also hoped to have the Cancer Champions, Age Concern, Oakbridge, Rowlands and other Chemists and a lady regarding Dementia. (this lady has agreed to attend)Janet is to contact these people to ask them to attend. It is not clear yet where this will take place – it depends on whether or not the surgery is open. This will be sorted out by Dr Muttu and Brian. Janet is to contact John and Heather Heaton to ask them to design a poster and forward it to Craig. Craig will then print them off and ensure they are put up in all the surgeries and Ged said he would put some up within the Buckshaw area. Janet will also contact one or two people to ask them to display these locally. Greg agreed to go and buy some small bottles of water for refreshments – we are not planning on serving hot drinks. Flu injections were also mentioned and several people agreed to have their injections on this day possibly giving other people their injections depending on availability on vaccines and staff.

Primary Care Networks (PCN's) Brian stated that our Social Subscriber will start work on 9th September. Her name is Cheryl (not the one from Reception) and this is being done with connections to Age Concern. Her job is to develop over the next year or so. It is hoped that she will act as a link between the surgery and outside organisations and agencies – counselling etc. It I hoped that she will be able to come and talk to us about her role at a meeting possibly January and may well be able to attend our Open Day.

Staffing: Dr. Muttu informed us that a lady GP is joining the practice in October working Monday Wednesday and Friday. Her name is Dr. Saddique. In November we have a new male GP starting with us his name is Dr. Waqar-Uddin.

Push Doctor: Brian reported that this system in the form of an app is to go live very soon. Push doctor has been operating in the Midlands and Manchester area for quite a while now. It is digital face to face appointment over the phone. Patients download the app and you will be able to make your appointment over the internet/phone. You describe your symptoms and the doctor rings you back and you have a consultation over the screen and they are able to prescribe. This service will operate 365 days per year from 8 am to 8p m daily. This is a trial initially for 3 months. Push Doctor work in partnership with the Primary Care.

Telephones: Members highlighted that there still seems to be problems delays etc and Dr. Muttu stated that hopefully from mid October each surgery will revert back to its own numbers. Hopefully this will help the problem.

Older People at Buckshaw Grange, Court and Oakbridge: Concern was raised that if a patient wished to have an appointment with the doctor on his visits there they were having to pay £18 for a carer to take them in their wheelchair.

Test Results: The question was asked how doctors reacted when there was an abnormal result. Blood test results appear online within a couple of days and Dr. Muttu stated that when results come into the surgery they are seen by a clinician and if necessary a call is put into the patient asking them to seek further advice or attend for an appointment. Patients should be told when having a blood test that they should ring in for the results approximately a week after having the tests done.

Next Meeting : Tuesday 12th November at 5.30 .m at Buckshaw.

People are asked to arrive at the Open day from 9.30 a.m.

Open Day. Since the meeting several groups have been booked for the Open Day including Gymworks, Sue Ryder, Heartbeat, Lancashire C.C. Fostering, Demention UK,