

## BUCKSHAW VILLAGE SURGERY

### Patient Participation Group – Minutes of Meeting on Tuesday 9<sup>th</sup> 2019.

**Present:** Christine Bracken, Brian Hann, Margaret Horan, Craig Lee, Ann Matthews, Dr. Nimal Muttu, Janet Nash, Ged and Pam Palmer.

**Apologies:** Mark Borrow, John and Heather Heaton,

The Chairman welcomed two new members Christine and Pam and thanked them for their support,

Minutes of the last meeting were agreed.

#### **Matters Arising:**

**Chemists Delivery:** Janet stated that she had written to Rowlands Pharmacy at Buckshaw Village, Wigan Road Euxton and Chief Executive the parent company Phoenix Runcorn. She read out the letter expressing the concern of the Group regarding the stopping of chemists delivery. No response had been received yet but the Committee would be kept informed.

**Well-Being Clinics for Men and Women:** Craig are to look at how letters are to be sent out. Possibility of offering prostate checks.

Dr.. Muttu informed the meeting that we have taken on two Cancer Champion staff to look at various cancers and calling people to attend for tests in an effort to reduce cases and to help look after people who may be suffering with this illness.

**NHS Tests:** Dr. Muttu reported that there are NHS tests that we are able to offer. If as a patient you are called for a test you will be asked a couple of question about other things that you could be tested for. The question was raised as to whether or not there was a screening test for prostate available but Dr. Muttu stated that there is no test generally

**Euxton Hall :** A meeting had been arranged with Beverley from Euxton Hall regarding them arranging a presentation evening at the Surgery to discuss one of various topics. Beverley is to liaise with Janet regarding this event. One of the feelings was that we could possibly cover Urology and Gynae which would hopefully appeal to many of the patients. Another idea was to cover mental health as this would appeal to all ages etc. The discussion took place as to whether we could do an Open Day at the surgery. (See details at the bottom of the minutes).

**Primary Care Networks (PCN's):** Brian introduced this matter to the meeting. Under the new 10 year NHS Transformation all GP practices are now required to deliver services to a patient population of between 30k to 50k patients. With this in mind from May 2019 our 6 surgeries joined forces with Leyland and Chorley Surgeries. In total these surgeries cover 33k patients. Because of the size of this PCN we can now look at the needs of our population within this group. We may look at various complaints affecting our patients so that we can look at sorting their needs.

**Staffing:** Dr. Muttu stated that there are a lot of clinical roles now coming into the Group. Clinicians, pharmacists, Physician Associate (similar to Advanced Nurse Practitioner), Paramedics. (we currently employ two of these now). Around September time we should be employing a Social Prescriber (someone to have contact with patients without the need for tablets - to put people in contact with help within the locality with people who can help them to address their problems. Physios will also be joining us. This should make it easier to direct patients to the relevant person – a type of triage.

**System Integration:** Brian stated that we have six practices who each operate their own EMIS web sites. It is hoped to just use one EMIS system to cover all the practices.

**Buildings: Eaves Lane** – Brian had had a letter this month to discuss the possibility of a new surgery to replace the old building at Eaves Lane.

**Lostock Hall Village Surgery** is going to undergo a full refurbishment. Brian stated that the modernisation of Adlington has been a transformation and it was decided to hold our next meeting at Adlington. This is a one off just to see how the transformation has taken place.

**Telephones:** Craig stated that currently we have 6 people taking telephone calls and it is busiest between 8am to 9 am and 10am to noon. During the worst times callers can queue for 9 – 10 minutes. It is hoped to get more people to log on to use EMIS to arrange appointments and order prescriptions. Only 38% of the patients at Buckshaw currently use EMIs and it would be more efficient if more people could use this system.

**Prescription Ordering:** It has been decided that patients can no longer phone the surgery to order prescriptions. There will be exceptions - people over 75 can still ring and there will be other exceptions.

It was decided to have leaflets in reception and also that a text message will be sent to all patients informing them of this decision.

**Open Day:** This was discussed and it was decided to call it “How your Surgery Works”. A proposed date for this will be Saturday morning 5<sup>th</sup> October from 10 am to 11.30 am. We shall have staff on hand to show patients how to log onto EMIS, how to use Ipads, lap tops etc

**Text Messages:** We had trialled a new system whereby we gave test results but the system was not suitable and has been withdrawn.

**NEXT MEETING** Tuesday 3<sup>rd</sup> September 5.30 p.m at the ADLINGTON SURGERY.