

Ashville Medical Practice Patient Reference Group Meeting Minutes 25th January 2018

Location: Ashville Medical Practice Conference Room

Attendees: Melanie Jones (Practice Manager)
Tracey Noble (Administration)
Patient Reference Group Members (13)

1. Actions Update:

None

2. New Members Introduction:

Everyone present introduced themselves for the benefit of a new member to the group. Mel added that Tracey works on the surgery prescription service.

3. Practice News:

- Mel reported the winter pressures of the influenza virus, and that the year end was approaching with the inevitable increase in workload.
- The practice had supported the local Food Bank at Christmas and this was publicised in the “Barnsley Chronicle”, as well as on the website and with signs in the waiting room. This will be continued.
- Dr Kate Reeder will take up post as a GP Registrar from February 7th 2018 until 21st May 2018, when she will leave as she is expecting a baby.

4. Hearing Aid Batteries:

Members were reminded that Barnsley Hospital Audiology Department had announced towards the end of 2017 that hearing aid batteries would no longer be available at the practice for patients. Representations had been made, and the decision revoked, so that patients can still obtain batteries from the practice reception.

This decision was welcomed by all members.

5. “Get Fit First”:

Mel read the brief about this campaign launched in Barnsley by the CCG and to be implemented by February 1st, 2018. The aim is to ensure the best outcomes for people who are overweight and those who are smokers, and require routine and non urgent surgery. The fitter patients are, the less risk there is during operative procedures.

GPs will be required to defer referrals for this category of surgery for six months, during which the patient will be asked to reduce their weight and deal with smoking issues, so that the risks associated with surgery are reduced. There was much discussion about this both positive and negative, and Mel stressed that this protocol did not apply when emergency or urgent surgery was required. The campaign will be monitored within the practice.

6. Flu Vaccinations:

The target for vaccinations for those over 65 years of age is 75%; this practice has so far achieved 77% and is fourth in the league table for Barnsley. There are other high risk categories, and the practice achieved more numbers of vaccinations in each one than the previous year.

A member asked if the surgery was permitted to give flu vaccinations to those not eligible for free ones, and charge; Mel stated that this was not allowed, and those patients would have to obtain one elsewhere such as a pharmacy, and pay the fee. Questions were raised about pneumonia injections and shingles injections; Mel explained that there was an age criteria and clinical risk system for by which they were given to patients, with some medical exceptions.

7. Care Quality Commission:

Inspections are being carried out in other practices in Barnsley, but no notification has yet been received at this surgery. Inspections were put on hold during January by the CQC, but are now being organised again, and two weeks notice is given of the visit. As during the previous visit, there will be an opportunity for the inspectors to meet members of the PRG.

8. Patient Council:

There was nothing to report.

9. Any Other Business:

(a) A query was raised about the “Triple A” screening for men over 65 years of age. (Abdominal Aortic Aneurism screening). Mel said that there was a poster about this in the waiting area, but the test was not carried out at the practice. A member explained that he had been for the test and results are given immediately. If further follow up is required the patients GP is contacted for appropriate action. A referral is not needed.

The contact telephone number for patients to make an appointment is **01709 649100**.

(b) A patient new to the group complimented the practice on the excellent treatment she had received during the two years she had been registered at this surgery. Mel would be passing this comment to staff through the appropriate channels. The member also offered to run a “keep fit” class if there was interest and Mel informed her that the conference room could be used if she wished to take this idea forward.

(c) A member asked if there was a link to GP training and the CQC. Mel stated that this was not the case, and training is solely the responsibility of the Yorkshire and Humber Training Board and the training practice involved.

(d) In response to a query there was a brief explanation regarding the appointment system.

(e) A query was raised as to whether there had been any issues raised with the practice about the I-Heart service. Mel was not aware of any areas of concern being brought to the notice of anyone in the practice.

(f) A member asked about the policy and procedure for ordering Paracetamol. Tracey explained that 32 tablets could be prescribed for acute conditions, and at the present time there was no ruling in place to say this medication could not be given by GPs. She added that it was possible to prescribe more than 32 tablets for specific conditions. Members also added that it was possible to buy these for a small cost. The member raising the issue expressed concern about those unable to easily purchase these in shops etc. due to their condition, such as mobility.

10. Date and Time of Next Meeting:

Thursday 26th April 2018, at 1.00pm – Ashville Medical Practice Conference Room.