



Parkside Medical Practice

Dr A Deolkar, Dr A Foster, Dr J Moss Langfield

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A professional and caring team, responsive to the health needs of our community

PATIENT PARTICIPATION GROUP

MINUTES OF MEETING HELD THURSDAY 15 JUNE 2017

The meeting was attended by 9 patients.

Representing the practice: Dr Foster, Louise Owen (Practice Manager), Johanna Booth (Practice Nurse), Andrew McGregor (ANP), Penny Palmer, Allison Boyles (Receptionists)

In attendance: Stephen Lack (Public Health England)

Louise chaired the meeting in the absence of Miss Sarita-Marie Rehman-Wall and welcomed everyone to the meeting. All present introduced themselves.

1. Steve Lack – Public Health England

Steve explained to the patient group that he was working on the Lung Health MOT project which invited patients aged between 60-75 (smokers and non-smokers) for lung health check. As well as sending invitation letters from the practice Steve had been involved in a project in which he visited patient's home and spoke to them directly about attending for the checks. Initial response figures indicated a take-up rate of around 25% from letters and 70% from the home visits although the final proof would be in how many patients actually attended the appointments. There would be a CT scanner in the Riverside building car park on specific dates during July.

Dr Foster explained that the practice originally identified suitable patients for the Lung Health MOT and then a random sample of these patients were selected for home visits. The practice had carefully considered the impact of this project before agreeing.

Steve then explained about his other role in supporting the 'Rebalancing the Outer Estates' project which had been set up by Graham Allen (MP). This included promoting tooth brushing schemes for children in primary schools. The project was continuing under the new MP.

Steve was thanked for his contribution and left the meeting.

2. Minutes of the meeting held 2nd March 2017

The minutes of the meeting held in March 2017 had been circulated prior to the meeting. There were no matters arising.

3. Telephone System Upgrade

Unfortunately representatives from Nottingham Health Informatics Service) NHIS were not able to attend the meeting. Louise gave a very brief overview of telephone system performance during the first 3 Mondays of March



Phone Calls

Date (All Mondays)	Calls Answered	Abandoned	Engaged
6 March 2017	192	78	5088
13 March 2017	236	91	1197
20 March 2017	308	53	511

On the first Monday of March when the practice was still experiencing some telephone system problems the call monitoring software showed 5088 engaged calls with 192 answered and 78 abandoned. This huge volume of engaged calls had been fairly standard throughout the period when the practice was trying to resolve the telephone system problems.

By the second Monday this had reduced to 1197 engaged calls with 236 answered and 91 abandoned and by the third Monday to 511 engaged, 308 answered and 53 abandoned.

On average the practice answers around 300 calls per day (approximately 4700 per month) and oddly this figure does not vary hugely regardless of the number of abandoned or engaged calls.

4. Practice News

- **Cyberattack** – the cyberattack in May 2017 had had a major impact on the surgery (as it had on many other NHS organisations across the country). The practice resorted to pen and paper and tried to offer the best service that we could despite the difficult circumstances and total lack of IT systems. The Patient Group heard that the practice did not have responsibility for ensuring that IT upgrades were carried out – this was the role of NHIS. The patients commented that they thought the practice continued to run very well during this incident. Dr Foster had



given a brief interview to Sky News about the cyberattack and the patient group were shown a recording of it.

- **Staffing** – 2 new receptionists (Cheryl and Lynn) had joined the team and Dr Woodward would be leaving at the end of August.
- **Nurse Jo** had recently passed her prescribing qualification. The PPG congratulated her on this achievement.

5. Any Other Business

- The Bulwell Arts Festival would be taking place again in July.
- The Patient Group queried the over ordering of medication by pharmacies. Dr Foster explained that the Clinical Commissioning Group (CCG) were looking into the issue on a city wide basis.
- The online appointments for ANPs were queried and the lack of information about what an ANP is. Louise explained that the configuration of the online booking system was set by the system suppliers (TPP) and there was no way to alter them. ANP Andrew also explained that 'ANP' did not have a national agreement on roles and responsibilities in the same way that 'doctor' did.
- The handgel dispenser for the check-in screen had been ordered
- The staff photoboard was mentioned. Staff had indicated that they were not particularly comfortable in having their photographs displayed – particularly those who lived in the local area.
- It was queried why there had been a backlog in prescriptions being ready for collection. Allison (as a member of the practice prescription team) commented that she was unable to offer an explanation as there was a dedicated team within the practice who looked after prescription processing and there hadn't been any particular problems recently.
- The practice was asked to buy a BP machine with a larger cuff. We had already looked into purchasing a cuff from the suppliers of our current machine and we had obtained the largest one available. One of the patient group gave Nurse Jo details of the manual one she had bought herself.

6. Date of Next Meeting

Originally booked for 14th September at 6.00pm but subsequently rearranged to **Thursday 5th October** due to practice staff availability.

All present were thanked for their contribution and the meeting closed at 7.20pm.