

**QUAKERS LANE SURGERY**  
**MINUTES OF THE PPG MEETING HELD ON**  
**THURSDAY 6<sup>TH</sup> SEPTEMBER 2018**

**Present:** Maureen Bursell, Robin Bursell, Andrew Challis, Margaret Clayson, Susan Price, Aileen Monkhouse, Jill Woodcock and Tim Mawer

**Apologies:** Elizabeth KiplingVasey, Craig Smith

Minutes of the last meeting held on 25.01.18	The minutes of the last meeting were accepted as a true record.	
Matters Arising	<p><u>Repeat Prescriptions</u>  It was noted that the surgery now requires 72 hours' notice for repeat prescriptions. This is in line with other local GP practices.</p>	
Summary of QLS Current Position	<p>TM gave feedback on the following:</p> <ul style="list-style-type: none"> <li>• QLS Repeat Prescribing</li> <li>• Dr Liz Barrett will be leaving the surgery on 30.11.18 to further her career in secondary care. Interviews will be taking place for a new salaried GP in due course.</li> <li>• Marilyn Brookes (QLS Pharmacist) continues her work to improve funding in the dispensary. Marilyn is shortly due to commence a one year prescribing course.</li> <li>• QLS Nurses are working hard on the Frailty Pathway Development. Work includes: Crisis Planning, Red Folders, Future Care Plans, Emergency Health Care Plans, holding difficult conversations with specific patients who require them.</li> <li>• Sarah Murray has been appointed as a new Medical Receptionist at QLS.</li> <li>• Rapid Specialist Opinion through a Referral Management Service, commencing 3.9.18</li> </ul> <p><b>Specialities included in RSO:</b></p> <ul style="list-style-type: none"> <li>• ENT</li> <li>• Dermatology</li> <li>• Cardiology</li> <li>• Gastroenterology</li> <li>• General Surgery</li> </ul>	

	<ul style="list-style-type: none"> <li>• Gynaecology</li> <li>• Ophthalmology</li> <li>• Urology</li> <li>• Plastic Surgery</li> </ul> <p>The provider (About Health) has been contracted to provide clinical triage within 2 working days of the referral being sent. Following this, the decision will be communicated within 1 further working day.</p> <p>The schemes are about improving quality and reducing variation in elective out-patient referrals. The RSO uses existing guidelines to ensure that secondary care is the most appropriate place for a patient to receive an opinion /investigations/ treatment for their condition.</p> <ul style="list-style-type: none"> <li>• <u>Wiggly Amps Patient Touch Screen</u> This is a check-in kiosk screen which allows patients to self check-in for appointments upon arrival at the surgery. In addition, it can capture and update patient data and store the information accurately against the patient's record.</li> </ul> <p>The screen will hopefully be installed at QLS within the next month or two.</p>	
Electronic Prescribing	<p>Electronic prescribing is the computer-based electronic generation, transmission, and filling of a medical prescription, taking the place of paper and faxed prescriptions. QLS are considering this in the near future with the local chemists.</p> <p>Pharmacy2U are a warehouse style online pharmacy and have recently sent letters to residents in Richmondshire advertising their services. However patients should be made aware that switching to an online pharmacy service jeopardises the future of both existing pharmacy services in the area and GP practices.</p>	
Summary Care Record	<p>Access to SCR information means that care in other settings is safer, reducing the risk of prescribing errors. It also helps avoid delays to urgent care.</p> <p>Information about patient healthcare may not be routinely shared across different healthcare organisations and systems. Patients may need to be treated by health and care professionals who do not know their medical history. Having a SCR can help by providing healthcare staff treating the</p>	

	<p>patient with vital information from their health record.</p> <p>It had been suggested by one of the GPs that a member of the PPG attends the QLS flu clinics in an attempt to increase the patient uptake especially in the 75+ age group.</p> <p>JW had already prepared a form for completion which included: Patient Name, DOB, Mobile Tel No, Landline, SCR authorisation. The group felt it would also be a good idea to try and capture patient email addresses.</p> <p>The group felt that as the flu clinics ran so smoothly it would be a shame to slow the clinics down. It was therefore agreed:</p> <ul style="list-style-type: none"> <li>a) To hand the forms out at reception whilst patients were sat in the waiting room</li> <li>b) Flu clinic (if time allows)</li> <li>c) To include SCR information in the Autumn/Winter newsletter</li> </ul> <p>Action for the above points: JW</p>	JW
<p>QLS Surgery Newsletter Autumn/Winter 2018</p>	<p>Items for inclusion include:</p> <ul style="list-style-type: none"> <li>• Missed Appointments – Keep it or Cancel It</li> <li>• NHS Choices</li> <li>• NHS Organ Donor Register</li> <li>• GP Online Services</li> <li>• Better Access (Evening/Weekend Appts)</li> <li>• Summary Care Record</li> <li>• Dr Mawer – A Useful Health App</li> </ul> <p>JW to prepare the newsletter and forward to the group for their perusal prior to print.</p>	JW
<p>Action Plan</p>	<p>It was noted that a new member had been recruited to the group.</p> <p>Consultative Group – MB reported that quite a few of the student emails forwarded to her from the teacher at Richmond School were incorrect. Action: TM to follow up with Richmond School</p> <p>IPAD Use – no longer necessary as we are now using MJog to record patient feedback. This can now be taken off the action plan. Action: EKV</p>	<p>TM</p> <p>EKV</p>

	<p>GP Online Services to be further advertised in the patient newsletter.</p> <p>Website – TM reported that the CCG had advised that monies had become available for practices to develop their websites further. (We await further information from the CCG as the information had only been released today.)</p> <p>Newsletter – Autumn/Winter newsletter to be printed in October 2018.</p> <p>Patient Email Addresses – to be captured on the SCR questionnaire form.</p> <p>Patient Survey – IPSOS MORI GP Patient Survey carried out (Jan-March2018). Results can be viewed: <a href="https://gp-patient.co.uk/surveysandreports">https://gp-patient.co.uk/surveysandreports</a></p> <p>Action: It was agreed that this web page be added to the QLS Website.</p>	<p>JW</p> <p>JW</p> <p>JW</p>
Any Other Business	Nothing to report.	
Date and time of next meeting	Thursday 24 <sup>th</sup> January 2019 @ 6.30pm	