

Minutes of the Annual General Meeting
Castle Medical Group Practice Patient Participation Group
Monday 2nd December 2019 at 6.30pm at the Castle St Surgery

Members present:

Caroline Shermer (Practice Manager), Ruth Deacon (chair), Christine Freeman(chair), Helen Owen (secretary), Michael Andrews, Pam Brown, Julia Childs. Dave Childs, Anne Eames. Christopher Eames, Maureen McCulloch, Michael Ollivier, Norleen Soko, Sylvia Ward.

Apologies received from: Sarah Burley, Annette Considine, Paddy Elgood, Verity & Robert Lawrence , Clive & Cathy Perry, Hilary Sellers, Claudia Steeles

New members were welcomed to their first meeting.

1.**Minutes** had been circulated to members and will be put on the website

2.**Matters arising** from AGM 2018 – none

Matters arising from PPG meeting - Sep 19 . Caroline to send copy of screen explaining staff structure.

3.Report from Practice Manager

No patients registered: 17129 Castle Medical Practice 9874 Kingfisher site 7255

- No. of patients over 65 = 1977
- No. of patients between 19-64 = 11909
- No. of Children under 5 = 1089
- No. of Diabetic patients =744
- Asthma patients = 795
- COPD patients = 287
- Mental Health Patients = 192
- Anxiety & Depression = 1513

Continue to develop the new patient system Patient navigation centre:

All calls go to the navigation centre based at Castle St. 6 people answering calls in the morning and 4 in the afternoon. Phones are closed at lunchtime from 12-2 to enable staff to do paperwork. Emergency calls will still be answered. The reception is always open at each surgery from 8am – 6.30pm. It was pointed out that this prevented working people from phoning during their dinner hour but they can go online to make appointments.

Complaints have been received about the music that is played while waiting for calls to be answered. Music is too loud and needs to be more relaxing.

General enquiries will be added to the extensions available and the practice is looking to see if any other extension lines are needed – 10 available. 6 being used. Each line can hold 10 people waiting. Can identify people who ring off. When call is answered patient will be asked for Date of Birth so that home screen can be accessed which gives some information about the patient eg are they carers, receiving palliative care, dementia patient etc

Patients have to give permission to have summary care record shared.

New web site – still being worked on. Can request prescription even if not registered for online services. Can request Sick notes, print self-certification, and request travel vaccine. Asthma questionnaire can be completed. Can book online from 8am for blood tests with nurses & same day appointment with a GP- phone or face to face. Can choose which surgery if appointments are available. *Ask my GP* at Kingfisher didn't work. Extended access can be offered from 6.30-9pm at Gardenia or Medici surgeries – can be pre-booked.

Extended hours – Sam, the Clinical Pharmacist is doing medical reviews by phone on Saturdays.

Recruitment of 2 Physicians Associates - There is a shortage of GPs. Physicians associates have a Degree in Healthcare or medical science +a further 2 years study. They can't prescribe. They can support patients with long term conditions and minor illnesses. Can take history & discuss with a doctor. Seeing 4 patients am and 4 pm giving 30minute appointments. They then discuss each patient with a GP. At Kingfisher only and being mentored by Dr Kiani who is training to become a teacher to support GPs and medical students. Hopefully reopen C St and K in future as a teaching practice with trainee doctors.

A question was asked about nurses – there are 3 types of nurses:

Castle St Group Practice has 3 Practice nurses who manage long term conditions – diabetes, asthma, COPD - they can prescribe

2 minor illness nurses – can prescribe

Advanced nurse practitioner – can prescribe – none at our practice

Goodbye to Dr Patel who has now left the practice

Hello to Dr Kiani – was long term locum – now a partner

Castle Med Practice re-opened after 2 major floods this year.

Primary care network set up with other surgeries to support people with anxiety & depression.

Future plans:

- Continue to develop Patient Navigation centre
- CQC visit – waiting for report from recent inspection
- Increase Shingles uptake for vaccine 125 vaccinated 294 eligible
- Pneumonia 278 vaccinated 954 eligible
- Mental health checks – patients to be invited for physical health checks
- Identify vulnerability & give health checks to over 75 age group
- New cervical screening program
- Help develop primary care network – Castle Medical Group Practice, Wenlock, Town centre, Stopsley village surgeries working together looking at improving support for Mental Health patients
- Offer extended hours appointments
- Move extended access service to the GP Federation
- Review Appointment system

There are usually 2 doctors at each site, a practice nurse and a healthcare assistant each day. A Social navigator is helping people with non-medical issues.

What are people told if there are no appointments? - Extended access offered if not urgent at Gardenia or Medici surgeries weekdays 6.30 – 9pm and 8.30am – 2pm Saturdays and Sundays. Patients are told to ring 111 if urgent - have 6 appointments at Castle St each day that can be given from 111 service. Parents of under 5s speak to duty doctor or senior administrator – will try to see them. Palliative patients – talk to senior administrator.

Extended access can see your records.

4. **Report from PPG** – During the past year we have:

- Welcomed 12 new members. 3 people left the group. We now have 31 members.

- We are members of the National Association for Patient Participation (NAPP) and receive monthly newsletters. We are represented at the meetings of the Luton Health and Social Care Engagement Group (LHSCEG)
- Held 2 open meetings for all patients and 4 meetings for PPG members. The committee have met regularly with Caroline, our practice manager, to plan the meetings and review our activities.
- Produced 2 newsletters, - thanks to those who helped especially Caroline the Practice Manager.
- Organised 2 Patient Information evenings – one on Diabetes and another on Dementia with talks given by staff from the L&D. Thanks expresses to Pam Brown for organising the speakers and practice staff for handling the bookings. Both evenings very well attended.
- Started a Pilates group which has now moved to meet in the church next door due to growing numbers
- Publicised our activities and meetings on the boards and screens in the waiting rooms.
- Provided magazines and children's books in the Castle St. waiting room
- Produced a list of activities in Luton that people can take part in – available in each surgery
- We've questioned? We've complained! We've shared praise from patients

What next for the PPG? Suggestions include:

- More information evenings – suggested topics include Stroke awareness, Adolescent Mental Health
- Think about whether we could organise drop-in sessions for lonely people – tea, coffee and chat
- Survey of the new phone system requested by the Practice manager

Thanks were expressed to the surgery – Dr Patel, Dr Zaidi and Sam Patel for attending meetings.

- To fellow committee members
- To all PPG members
- To Caroline for all her time listening to us, putting up with complaints and supporting all our activities.

5. **Report from LHSC** – see attached document

6. **PPG elections:** The following were elected:

Chair: Ruth Deacon ; Vice Chair: Chris Eames; Treasurer : Christine Freeman Secretary: Helen Owen

AOB:

Funding - The Surgery is willing to support the PPG with NAPP and the hire of a hall for future talks.

The committee will be looking a applying for a grant to support setting up drop in sessions at Kingfisher to support lonely people. Offers of help needed to organise and run this.

It was suggested that help could be offered at the surgery with completing forms.

Caroline reported that the practice is working with ELFT to explore the possibility of having a mental health worker for adolescents & teenagers. Self Harming is a growing problem.

Caroline is planning to be available at each surgery once a month to meet people who need to see her.

People were thanked for attending the meeting.