

Low Moor Medical Practice

Meeting of the Practice Patient Participation Group

Thursday 12th Jan 2017

1. Members present: David Robinson (Chair), , Eric Neill, Jean Wainman, Christopher Wainman, Bernard White, Derek Butterfield, Bernard White, Maureen Rowland (practice), David Gibson (Practice),

2. Apologies: Norman Settle, Bev Monkman

3. New members: No new members present

4. Previous meeting - The minutes were read and agreed.

5. Access Action Plan. The action plan was discussed. All actions on the access plan have now been completed with the exception of two items.

The installation of the queuing card was cancelled after discussion with the Telecomms engineers revealed that the card would only provide minimal benefit. This action was discussed at length during the October PPG meeting.

Efforts to engage with Appleton Academy have not been productive. Despite the best efforts of Bernard White there appears to be a lack of interest from the academic personnel at the school and no further meetings have been arranged. After discussion it was decided that the best way forward would be to wait a year before considering any further approaches. The chair thanked Mr White for his efforts in this area.

The self-referral physio service provided was discussed. Derek Butterfield suggested that the practice look into publicising the service more. David Gibson to look into this.

6. New Personnel. Susan Stephenson has joined the practice as an advanced nurse practitioner. Her role will mainly be focussed on home visits to reduce the pressure on GPs. The background to this is that the practice has 3 care homes and a nursing home within the practice catchment area. The previous model of care support for these homes entailed a Community Matron provided by Bradford District Care Trust being supported by home visits from Low Moor GPs. Since the start of November the Community Matron has been removed from the care/nursing homes. This has resulted in a large increase in home visit requests from these homes so the practice has found itself under increasing pressure. Previously the practice home visits averaged 3-4 per day but since the Community Matron has been removed from the homes this has doubled. In addition to this, Sue will provide additional capacity for the on call GP at times of absences.

7. Ordering repeat prescriptions from pharmacies. Bradford District CCG, which represents the NHS at a higher level than the practice, has informed pharmacies and practices that telephone ordering of repeat prescriptions from pharmacies by patients should cease. This directive has been formulated to tackle the over ordering of prescriptions and consequent wastage of resources. A small cohort of vulnerable patients is exempt from this directive.

David Gibson outlined the way that the practice has approached this. Although the instruction was due to start from the beginning of January, the practice felt that this was too short notice and so has informed pharmacies that the initiative would start from the beginning of February. Patients can now order repeat prescriptions by handing in a written request to either the practice or to a pharmacy. This can be done by some else on behalf of the patient. The alternative to this is for patients to order medication on line and the practice is encouraging this to happen and is providing training classes for patients to assist them. Patients on dosette box medication are still allowed to reorder by telephone. It is recognised that the elderly may be caused difficulty by this change and this has led to the practice providing a list of patients who we consider to be vulnerable. This includes the housebound and patients

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suffering from mental illness. Pharmacies will be informed by the practice of these patients. Pharmacies have also been requested to notify the practice of patients who they believe should be on the vulnerable list and who are not currently on it.

8. AOB. David Robinson related how disabled patients were being disadvantaged by able bodied patients parking in the disabled car parking spaces. Discussion amongst the group settled upon additional signage as an appropriate response. David Gibson to look into this.

9. Next meeting. Thursday 27th April 10.30 am.