

School Lane Surgery

Patient Reference Group (PRG)

(Condensed)

Meeting: Thursday 19th April 2018

1. Previous minutes

No issues were raised concerning the previous minutes.

2. Staff changes

There has been a change in the management set up of Breckland Alliance - the alliance of local GP surgeries - and Carly is now overseeing School Lane, Grove Lane and the Watton surgeries at a higher managerial level.

Carol Hutson has been promoted to Practice Manager, having previously held the post of Assistant Practice Manager, and everything is running smoothly.

The practice has taken on 3 new receptionists and the ladies are currently undergoing training, a sign has been placed at reception to ask patients to be understanding while they learn the ropes.

The practice is currently trying to recruit a Nurse Practitioner.

3. GP referral to a specialist

The Royal College of General Practitioners has recently circulated what some consider to be a misleading email about the local management centres that GP surgeries employ when referring patients to a specialist.

School Lane Surgery uses the South Norfolk Healthcare management centre and their job is to ensure that each patient is referred to the appropriate consultant: if they think that a referral should be altered they will contact the surgery to recommend the alternative, they will not deny any patient access to a specialist.

4. Complaints (1-2), Significant Events (3-4) & Compliments (5-6)

1. One patient complained that they had been given the wrong information about an appointment, but upon investigation it was found that the patient was confused and that no error had been made by staff at the surgery – not upheld.
2. A complaint was received about the pathway leading to the Healthy Living Centre, which had become icy during the recent bad weather: the surgery does not hold responsibility for the building or its surroundings, but it does have a duty of care towards patients. Managers at the centre plus building maintenance and cleaning contractors were contacted and informed that the icy path presented a danger to patients, which led to the area being de-iced and gritted.
3. The front door to the surgery at School Lane was left open overnight, following some confusion among the new pharmacy staff as to who was responsible for securing the building while building work was in progress. Fortunately, the only area accessible was the waiting room as all other areas are secured by steel shutters or code locks. The pharmacy staff did not realise that the builders had finished and had inadvertently left the door open: the situation is now resolved.
4. Formulary error – a high dose inhaler was added to the clinical formulary in error. This mistake was soon spotted by the the clinical pharmacist attached to the surgery and a search was run to ascertain if any patients had been prescribed the high dosage, but none was found: the lower dosage inhaler has now been added to the clinical formulary.
5. Dr Kim Tomlinson and Muriel Hadley-Brown were thanked by a patient for their help.
6. A complimentary letter was received from a patient in regard to the care given at their appointment, and also for the overall service at the surgery.

5. Other Business

- a) Following a request by the PRG, the surgery partners have authorised the use of blue butterfly needles in the phlebotomy department. Patients that have some difficulty giving blood find these needles to be by far the most effective.
- b) The surgery is in the process of altering all repeat prescription medication so that it is issued in one monthly packs only: this is to combat oversubscription and the ensuing wastage of drugs.
- c) PRG members are asked if they would be willing to volunteer their help by putting in an appearance at the surgery to promote the use of online facilities. Nigel and Carmel have recently helped with this promotion and it has proved fruitful, though numbers have not yet reached the required minimum to be seen as good; by NHS England.
- d) One PRG member has reported that they find the new reception area at School Lane is intimidatingly large, and that patients in the waiting area can hear what is being said at the desk. The surgery has recognised this might be a problem for patients and has agreed to install a small partition to the right of the desk so that any conversation will be more private. There is also the plan to install a radio in the seated area so that any conversation at the desk will not be overheard.
- e) It was suggested a Registrar be invited to join us for a meeting to discuss their role at the surgery.

NEXT MEETING: Thursday 21st June, 7.00 pm at School Lane Surgery.