



**MEETING OF THE PATIENT PARTICIPATION GROUP  
MISTERTON RIVERSIDE**

**FRIDAY 22 NOVEMBER 2019**

**Present**

Mary Spencer (Chair), Hazel Brand (HB), Keith Brown (KB), Marion Brown (MB), Ann Coggon (AC), Mick Dalton (MD), Sandra Farmer (SF), Andrew McDonald (AMcD), Joan Oldfield (JO), Natalie Sheldon (NS), Stephen Wright (SW)

In attendance: Megan Bennett (MB), Alison Johnson (AJ).

**Apologies**

Apologies were received from Dr Ahmed and Lindsay Perrin.

**1 Review and approval of the minutes of the last meeting (13 September 2019)**

The minutes were approved as a correct record (proposed KB, seconded NS).

**2 Employee of the month**

MB had been nominated as Employee of the Month for October. Members congratulated her. This means that two of the Employees of the Month to date were from the Misterton practice and one also worked at Misterton. (Jane Lindsay was made redundant and then moved to Riverside Retford.)

AJ also referred to this scheme later in the meeting. She outlined the purpose of the scheme: it is based on peer-to-peer recommendations of staff who have 'gone the extra mile'. MB had been nominated by a Riverside Retford doctor.

MB announced that she would be leaving Riverside Misterton at the end of November to take up a post in Medical Records at Doncaster & Bassetlaw Teaching Hospitals NHSFT, which would be a new challenge. AJ felt that the practice should be proud of having trained MB to be able to take on this challenging role. She advised that there are three applicants for the job (with time to go before the closing date for applications), but that she would not be interviewing because of a conflict of interest in that she has a close association with some of the applicants.

JO asked that it be minuted that MB is viewed in the village as being professional and pleasant.

**3 Update on changes to the ordering of prescriptions**

From 1 November, there had been new means of ordering repeat prescriptions. The changes are described in full at: <http://riversidehealth.co.uk/news/reminder-1st-november-prescription-changes/>

In summary:

- repeat prescriptions should be ordered from the surgery rather a pharmacy or company ordering on the patient's behalf
- patients that already order in this way will not be affected by this change
- the Telephone Prescription Ordering Service is no longer operating
- except in special circumstances, third parties will not be able to order for patients. Patients must order for themselves
- the intention is to reduce the amount of medication waste. Unused prescription medicines cost NHS England at least £300m a year
- registering for online ordering is the quickest and easiest method to order medication
- there are a number of ways to order online:
  - 1) SystemOnline
  - 2) The NHS App
  - 3) Evergreen App
- EPS (Electronic Prescribing Service) means patients nominate a pharmacy for repeat prescriptions to be sent electronically from the surgery. This cuts out paper and saves a trip to the surgery
- inform the surgery if you no longer need the quantities of medication you have prescribed as repeat medication
- for patients who already hand in their repeat prescription requests to the surgery (either in person or by post) there is no change
- patients who are currently with the Gringley dispensary will not be affected. Continue to call 01777 816 886 to leave a message on the answerphone order your repeats. Alternatively, patients can still order their medication online. However, they must specify where they would like to pick up the prescription – either Gringley Dispensary or at Misterton Weldricks Pharmacy.

JO highlighted the difficulty in getting items the same day. Members were reminded that four days' notice is required. MS pointed out that patients need to be aware of the lead time.

#### **4 PPG chairs' meeting update**

Third Party Prescription Ordering: as above, there are plans to reduce 3rd party ordering to cut down on the medication ordered and taken. If a patient can order their own prescribed items, they should do so. However, 3rd parties can still order for those patients incapable of doing so, with the approval of their physician.

AJ pointed out that patients unhappy with the need for a minimum 48-hour advance ordering can change their pharmacy or sign up to one of those offering online requests and postal deliveries. JO responded that the former forces people to travel. AJ added that the practice cannot recommend a pharmacist but there is a number offering 'by post' prescriptions. Two working days should be allowed for the surgery to process prescription requests, and a further two working days for the Pharmacy, totalling four days.

NS commented that the Misterton branch of Weldrick had improved.

MS advised members that Bassetlaw CCG will issue a statement on 3rd party ordering.

Digital technology systems update: MS told members that, in line with the NHS 10 Year Plan, digital technology will have a significant push. Current projects were:

- the Larwood practice has been involved in a project with 'care navigators'
- direct booking will be a feature of a revised 111 call system
- the Kingfisher practice has trialled use of Doctorlink (a free, simple, and easy-to-use online service that gives 24/7 access to trusted medical advice and GP services), but Riverside medical staff want clear evidence of its safety. But it is possible that there could be some high-level push to introduce it.

MS said that, nationally, there is a push to get 75% of people registered for online medical services by April 2020.

MS added that there is funding from the NHS Executive for practices to improve their patient environment. AJ reported that Riverside is looking at this source of funding to improve its phone systems and concentrate them all in a 'hub'. Since the merger of the Riverside practices, there have been separate phone systems. Combining them will give greater flexibility, and open up patient access to other clinics and clinical staff.

### **5 Change of Misterton PPG name**

MS told members that Misterton's PPG is the only one in the Riverside group and is now referred to as the Riverside PPG. This presented particular issues:

- the need to revise the Terms of Reference
- how to recruit from the other practices
- how the PPG would have influence.

AJ explained that the Misterton Group Practice no longer existed as a legal entity. Items from the PPG are often discussed in partners' and clinical meetings.

AJ also advised that the PPG should be self-sufficient, with its own chair, secretary, and treasurer. Clinical staff are not members of the PPG, but the PPG is able to invite whoever members wish to see to its meetings, for discussion on particular issues.

HB suggested that a sub-group of the PPG get together to discuss the implications of being the Riverside PPG. It was agreed that MS, JO, and HB would meet in December and report back to a future PPG meeting.

AJ assured members that they could represent all four practice sites; they could visit or hold meetings at any of the sites. Information about the PPG is available in all practices and there will be PPG noticeboards at each of the four sites. The PPG might need to advertise to attract patients from the other communities to represent their practices. There are differences in the needs of rural communities, compared with the towns, and patients' expectations differ. There are other differences between the Riversides sites, eg different ambulance services cover different parts of the Riverside area. Misterton is by no means the 'junior partner': the practice size is 7000 patients while Retford's is 10,000.

The use of IT was discussed, including whether a system such as Skype could be used for PPG meetings to cut down on travel. AJ confirmed that Riverside is looking at a Skype equivalent. Women over 65 are the biggest group of new IT users, but JO pointed out that the PPG shouldn't rely solely on digital technology.

The expanded PPG will feature in the next press release.

#### **6 PPG dedicated e-mail address**

The PPG now has its own e-mail address: riversideppg@gmail.com. The password is Riversideppg2019

#### **7 PPG updates**

Discussion continued on how the PPG would represent different communities, including representing patients across the age range. There was also discussion on which communities members currently represented:

Walkeringham: MS

Beckingham: MB and NS

Misterton: HB, SF, AC, KB, and JO

Gringley: SW and AMcD

West Stockwith: no representative

Everton: no representative.

The sub-group will consider representation when it meets in December.

NS asked if CCGs were to be disbanded. MS said they would be larger entities, for example across South Yorkshire and Bassetlaw there could be one CCG.

#### **8 National Association of Patient Participation (NAPP)**

The PPG is now a member of NAPP and receives newsletters, of which MS will bring copies to future meetings. There is a log-in password for members wishing to access the site.

#### **9 Update on draft patient feedback questionnaire**

A sub-group of the PPG had met but made few changes to the standard questionnaire. MS suggested that, at the bottom of the questionnaire, there could be information on the PPG and recruitment. The questionnaire will now be distributed to all patients of Riverside Misterton.

#### **10 Patient experiences**

MD raised a concern relating to one of the doctors. AJ encouraged him to get the patient to write a letter of complaint. Complaints are taken to the doctors' meeting, and great store is put on patients' feedback.

MS outlined how Riverside Misterton staff had gone 'over and above' when a family member had been taken ill.

NS asked about the structure of the medical team. AJ explained that there are: partners, salaried doctors, and registrars, adding that more registrars are joining Riverside, making five trainees by the end of the year. Two GPs take on the role of trainer.

JO asked about parking at Riverside Retford. AJ explained that there is a paying car park immediately adjacent to the practice, but it is possible to park in Morrisons car park for up to two hours and take the riverside path under the road to the surgery.

#### **11 AOB**

There was no further business.

**12 Date of the next meeting**

It was agreed that the sub-group would meet on Monday 9 December at 10.00am at the home of JO. The next meeting of the full PPG will be on Friday 24 February at 3.00pm at Riverside Misterton.

Minutes checked by MS 28.11.19