

# THE ORCHARD PARTNERSHIP

## Minutes of the PPG meeting Old Orchard Surgery, Wilton 28<sup>th</sup> October 2019

**Present:**, Dr Ali Corke, Pauline Rose, Karen Johnstone, Sue Haddock, Carol Slater, Paula Bembridge, Jenny Holmes Assistant Practice Manager

**Apologies:** Stephanie Stevens, Steven Hyde, Karungi Grant, Nigel Westwood

**Minutes from the last meeting were agreed.** Update:

### **Patient safety, South Street, Wilton**

The white lines have been now been replaced by Wiltshire Council and is now much safer when exiting the Old Orchard Surgery car park.

### **Online booking of nursing appointments**

The Orchard Partnership does not currently offer online appointments for nursing sessions or blood tests. It would be very difficult and time consuming to manage these online bookings as the nurses vary with their skill set. It is complex as each service requires a different appointment time eg. dressing can be 10 or 20 minutes depending on the patient and the patient would not necessarily know how long to book their appointment for.

Fovant are now offering booked nursing appointments.

### **Agenda items:**

#### **Codford flu clinic**

Thank you from Karen Johnstone for the well organised, efficient flu clinic at Codford on Friday 11<sup>th</sup> October. Over 500 vaccinations were given that day – a great achievement. We will continue to run this flu clinic again next year. Fovant, Shrewton and Wilton also held flu clinics on a Saturday. To date we have given just over 2,250 flu vaccinations for this flu season.

There has been a nationwide issue with under 65s flu supply which has had an impact on the flu clinics and we are still vaccinating the under 65s based on supply. There was no issue with the supply of the over 65s flu vaccination. Jenny has secured early delivery for 2020 over 65s flu vaccinations of week of 7<sup>th</sup> September 2020.

#### **Medication supply issues**

There are currently major supply issues with HRT and Ranitidine. GPs are changing patient's medication to an alternative until this is resolved.

From next year, patients will be told to buy some over the counter medication rather than being provided with a prescription, for example paracetamol, anti-histamine, sudo cream – there will be a further update once the drug tariff is updated.

#### **Salaried/Locum GPs**

There has been an increase in patient numbers across the Partnership and to provide consistency and reliability we have taken on another salaried GP at Wilton.

Our salaried GPs are now as follows:

Shrewton – Dr Toby Williams

Codford – Dr Susie Soar, Dr Gareth Dawe, Dr Françoise van Dorp

Wilton – Dr Françoise van Dorp, Dr Alex Jones

Fovant – Dr Tony Clarke

We will continue to use locums at Shrewton and Fovant but use the GPs based at Wilton and Codford for cover at these sites rather than locums. If a GP is needed at Shrewton then a Codford GP will cover and if a GP is needed at Fovant, a Wilton GP will cover.

### **End of paper prescriptions**

Sue Haddock provided an article from the Daily Mail which mentioned an end to paper prescriptions. Dr Ali Corke explained that it was not yet the end of paper prescriptions and more likely meant that surgeries and chemists need to have the ability to prescribe/dispense from an electronic transfer of prescription (ETP). The Orchard Partnership have been doing this for some time.

### **Any other business**

#### **New phone system**

The receptionists at all sites are inundated with phone calls/face to face patients and are trying to sort out numerous queries for patients while a queue is often forming leaving patients waiting. We have decided to trial a new phone system where the patient would press 1 for booking or cancelling an appointment, 2 for a referral or 3 for dispensary. While this feels very corporate it will help the patient get to the right department quicker and will ease the workload on the receptionists. We hope this will be in place within the next month.

#### **Fax machines**

In line with the National NHS Guidance, our fax machines will be switched off on 2<sup>nd</sup> January 2020. We are advising any senders of faxes of the switch off dates so they can email us instead.

#### **Inhaler recycling**

Steven Hyde requested we look into recycling asthma inhalers. Jenny will look into this. See link below:

<https://uk.gsk.com/en-gb/responsibility/our-planet/complete-the-cycle/>

#### **Physio referrals**

Patients do not need to see a GP before they submit a self-referral to physio – patients to request the form from reception.

#### **Patient newsletter**

PPG members said there hadn't been a patient newsletter for some time. Jenny will raise with the Practice Manager.

#### **Date for the next meeting:**

Monday 24<sup>th</sup> February 2020, 12.30pm, Old Orchard Surgery Wilton