

THE ORCHARD PARTNERSHIP

Minutes of the PPG meeting Old Orchard Surgery, Wilton 29th July 2019

Present: Jenny Holmes Assistant Practice Manger, Pauline Rose, Karen Johnstone, Nigel Westwood, Sue Haddock, Steven Hyde, Carole Slater

Apologies: Dr Ali Corke, Stephanie Stevens, Paula Brembridge

Minutes from the last meeting were agreed.

Website figures from 14th March to 1st July attached. It will take some time for patients to get used to being able to submit information online to avoid phoning or visiting the practice as it might be more convenient for them.

Update on staff

Suzie Watling at Fovant is reducing her hours and is being replaced by Desiree Mears. Desiree will also be covering two reception shifts at Wilton.

Kath Williams, Practice Nurse retired at the end of June and sadly Angela Bennett is also retiring at the end of August. We have recruited a full time nurse, Erika Snowdon-Pike and currently in the process of recruiting a Health Care Assistant to replace Niki Foote, phlebotomist at Codfod who left mid-July to work at Salisbury District Hospital.

Online booking of nursing appointments

The Orchard Partnership does not currently offer online appointments for nursing sessions or blood tests.

There is concern around patients booking blood tests without seeing a GP first, however, after discussion, suggestion made that we trial online blood appointments for 3 months and limit it to Old Orchard Surgery at Wilton so that it can be monitored, with a view to it being rolled out across the other sites in due course.

Online nursing slots – dedicated slot types would need to be set up as a patient does not know the length of time needed for their condition eg. ear syringing (10 mins for one ear, 20 mins for two ears). Slot types could be 'Diabetes Review 20 mins, NHS Health Check 20 mins, Asthma Review 20 mins'.

The availability of slots would need to be monitored closely so that if the slots were not booked online then they could be amended for general nursing eg. dressings at least 24 hours in advance.

Jenny to discuss further with Practice Manager and nursing team.

SystemOnline and NHS App

The NHS App is now available for patients to download – the App offers the same as SystemOnline (book appointments, order medication and view results) and also offers

a Symptom Checker. Patients need to create an NHS Log in and can upload documents as verification. However, if the patient is unable to upload documents and they already has a SystmOnline account they can contact the surgery for the Practice Code and Passphrase to enable them to log in to the NHS App.

There is concern that another application will be confusing for patients as they do not need both systems, it is personal choice.

Patient safety, South Street, Wilton

The white lines have faded on the road by the surgery causing a safety issue as cars park right up to the entrance of the surgery obstructing the view as cars exit the surgery. Jenny to contact Wiltshire Council to report the issue. Jenny to prepare safety signs and put up on exit from car park.

Local wellbeing groups

Discussion around advertising of local groups if not NHS provided or a charity. We do currently advertise local free groups, however, we do not advertise any courses that require payment.

Date for the next meeting:

Monday 28th October 2019, 12.30pm, Old Orchard Surgery Wilton