

## **Patient Participation Report 28<sup>th</sup> June 2017**

In Attendance: Donna Alder, Dr Yvonne Grant, Dr Michael Miller, Joanne Stark, Jill White,

Various Patients from the Patient Participation Group.

**Donna Alder**, Practice Manager (DA) Welcomed and thanked everybody for attending our new patient group. DA gave a brief overview of the problems the practice had had over the last 2-3 years with GP partners retiring/emigrating causing a shortfall in clinical staff and also the work load with the closure of Arun Medical Group. DA then introduced and passed on to Jo Stark, Reception Manager.

**Jo Stark**, Reception Manager (JOS) started with a brief introduction of her job role in the practice and explained that she led a large reception team. JOS explained the reception role and the fact that reception is very front line and normally the first face a patient sees. JOS explained that the practice is very busy and as an example gave the total number of phone calls into the practice from Monday 26<sup>th</sup> June which was over 735.

Staffing levels were discussed: we now have 18 receptionists, 9 admin/secretarial staff, plus DA and Lisa Northeast (assistant PM) which equals 29 non clinical staff. Clinical staff are : 4 GP partners, 5 salaried GPs, 3 Paramedic Practitioners (PP), 8 practice nurses, 4 HCAs, which equals 24 permanent clinical staff. We also have 1 to 2 GP in training at all times. New staff since the closure of Arun Medical Group to cover taking on our share of their patients are: 4 new receptionists, 3GPs, 2 nurses and 1 PP. Due to our high clinical staff room allocation is now a severe problem. We have 17 clinical rooms available between FMC and Wick. Higher clinical levels have led to better customer satisfaction with our nhs choices comments being greatly improved. The change of our telephone provider has been traumatic with work still in progress, but hopefully a new greeting will be on the system very soon. One patient mentioned the music on the system which JOS will look into. JOS explained about the very recent meeting regarding the new patient screens soon to be installed.

JOS then passed to Jill White (JW)

**Jill White**, Receptionist/H&S and Maintenance. JW mentioned many of the projects she had been involved in since starting this role, some which were very noticeable and some not so. All agreed the recent paint update is excellent and has been well received. Also the glass reception door JW explained took over 6 months to source and fit, although the end result was well worth it. JW mentioned the difficulty in arranging for trades people to come in and most of the work is carried out over weekends. Everything from the new filing system to the new gardener requires quotes and agreements before any work can be carried out – this takes time.

## **Dr Yvonne Grant**

Dr Grant (YG) explained how FMC and Wescourt Medical are looking to both expand into Morrisons Hub with both surgeries taking on a share of the rooms. YG explained with DA the hurdles and red tape that we have had to work through including who is going to hold the lease and how long the lease will be. New talks are imminent with hopefully a way forward being decided. PPG advised that Wick Surgery would probably close as resources would be moved to Morrisons.

## **Discussion through whole group**

Ideas proposed by PPG:

- A way to expand FMC vision of Morrisons to patients, facebook? Video explanation for surgery, maybe to contact local college students to do, a monthly column in the paper also explaining vision.
- Pts to join force and write to local MP and Jeremy Hunt - ?virtual online letter
- New chairs for the waiting room, some with raised arms- -In hand, JOS is already looking at
- Clock – in hand
- Advertising screen – JOS and DA explained the new advertising screen we had looked at that day – in progress.
- Public voluntary work in the practice, friends group to raise money for equipment and the new Morrisons site.

## **Other points mentioned by PPG**

Lloyds pharmacy – to small

Courtyard project

Phones/music - -patients not happy

Electronic prescribing – used to full potential.