

Farrier House Patient Participation Group 06/09/2016

Present: Meryl Bannister (MB), Sue King (SK), Keith Mousley (KM), Patrick van Sloun (PvS), Trish Bennett (TB) and Bianca Dharmadasa (BD)

Apologies: Elsa Taylor

1. Minutes and matters arising from last meeting

MB asked the group if that had received previous April meeting minutes and whether there were any comments or amendments regarding this. Group were happy with content. Actions from previous meeting were discussed; MB asked whether group members had done any further research or information gathering for the Activities and clubs booklet in Worcester- this was then addressed later in the meeting. Other actions were DrMcCaffrey leaving card which MB confirmed was completed and Farrier's face lift internally and externally- MB commented that efforts were being done inside, further ideas were then discussed later in meeting, see below.

2. Farrier House Updates

a. **GP recruitment**

MB fed that since April meeting Dr McCaffrey had finished at Farrier as discussed previously along with the surgery's other salaried GP, Dr Hussain. This leaving lead GP, Dr Brennan in post and therefore meaning a lot of hard work going into resourcing locum GPs to fill in the gaps during this long period of trying to recruit. MB ensured that all efforts were going into recruiting replacement GPs but unfortunately it is across the board and there are at least 8 or more positions being advertised in Worcester at the moment and not much interest from GPs

b. **Clinical Pharmacist**

Since last meeting MB explained how Farrier have successfully recruited a Clinical Pharmacist for the surgery who works in house 2 days a week. MB went on to explain how Ghaz has been a great resource for patients, handling medication reviews and having appointments with patients with hypertension, COPD and general medication queries.

c. **University campaign**

The surgery are hoping to recruit lots more students this month and MB explained that a campaign was in place for members of staff to be up on campus during Fresher's week to sign up as many students as possible.

d. **Farrier House Exterior**

MB fed back to the group that talks have been carried out with NHS Properties regarding the front of the building but were not going anyway at the moment. The group discussed movable signage such as 'Tear drop flags' which could be moved back in to the surgery when closing every eve. MB agreed to look into these possibilities.

e. **Flu season**

SK explained how flu vaccinations had been ordered in preparation of Flu season coming up. The surgery is doing a Saturday clinic on the 24th September for eligible patients to drop in just for Flu jabs. We have trained up our Health Care assistant Stacey who can now administer the Flu jabs and our pharmacist Ghaz can as well.

This will give patients a lot more opportunity to get Flu jabs with ease and when coming to the surgery for other medical reasons.

f. Care Navigation

MB explained about a new initiative being rolled out over South Worcestershire practices whereby each surgery has members of staff that are trained up to become 'Care Navigators'. The aim of this is to enable surgeries to offer further patient care by being able to assist patients with needs related to social needs. There is little information on this at the moment but MB explained HCA Stacey will be attending training sessions from the end of the month onwards so we should be more informed but the next group meeting. It was recognised that this role sounds similar to the work proposed by the PPG who are gathering clubs and activities available locally and this will complement the role well.

3. Patient engagement

- Waiting room
- Specific clinics
- Proactively resource relevant magazines
- Find boundaries and add to email **
- Local Businesses
- Community days
- Worcester news – Keith noticed Walk in

4. Actions

- MB to contact Worcester News to request amendment of details
- MB to notify group of where patient catchment area lies
- MB to enquire with local medical committee (LMC) and peers to see what NHS guidelines and legislation is in place regarding sponsorship, private business advertisements etc.
- Moveable signage outside building