

**Minutes of the Patient Group Meeting held on Thursday 18 July 2019  
11am in Meeting Room 1, Clifton Cornerstone.**

**Present:** M Brooks (Practice Manager) Dr C Collins (GP), Anna-Marie Hemming (Practice Nurse)  
F Shelley (Asst Practice Manager) Patients – Mr & Mrs M Murden, Mr and Mrs P Deaton,  
Mrs E Broadhead, Mrs K Duffy, Mrs G Henderson

Item	Discussion	Action
<b>Introductions</b>	Everyone introduced themselves and it was explained to patients that by signing the attendance sheet they agree to their name being on the minutes which may go to outside organisations and will be on the website. Apologies were received from Ms T Priest	
<b>Minutes of meeting held on 29 June 2018</b>	These were not discussed as there were no actions. A copy of the minutes was offered to all attendees.	
<b>Update since last meeting</b>	M Brooks updated the group on the progress on the practice since the last meeting as follows:  The Practice has signed up to be part of a Primary Care Network and will work with 4 other practices – 2 Clifton and 2 Meadows Practice. Practice now offering GP, Nurse and Health Care Assistant appointments from 7am on a Wednesday. Primary Care Network to employ a clinical pharmacist, social prescriber and in the future a physiotherapist and paramedic – to work between all 4 practices.	
<b>Matters Arising</b>  <b>Appointment System</b>	<p><b>From 9 September 2019</b> a new appointment system will be brought into place. This will replace the current Sit and Wait emergency clinic. The Partners have consulted with the other 2 Clifton practices to gain an insight into their appointment system and a similar system will now be running here.</p> <p>We now offer 25% of our appointments to book on line and these are available up to 30 days in advance to book for a GP, Clinical Pharmacist for medication reviews and phlebotomist for blood taking.</p> <p><b>GP+</b> on Parliament Street, Nottingham offer appointments 4pm to 8pm Monday – Friday 9am-1pm Saturday &amp; Sunday. Plus nurse appointments and Stop Smoking Advice</p> <p>ALL THESE APPOINTMENTS ARE BOOKED THROUGH THIS SURGERY.</p>	
<b>Staff Changes</b>	<p>From 7 August we have <b>2 GP Registrars</b> working in the surgery for 12 months – Dr Faaiza Abbasi (who previously worked here as a trainee doctor) &amp; Dr Craig Dolan</p> <p>From 7 August we have a new <b>GP</b> starting – Dr Katherine Ward (who previously worked here as a GP Registrar) who will work Mon, Tues, Wed.</p> <p><b>Dr Taylor</b> has returned to the Surgery to help out.</p> <p>We have a new pharmacist working with our nursing homes.</p>	

<p><b>Telephones</b></p> <p><b>CQC</b></p> <p><b>MEASLES/MUMPS</b></p> <p><b>MOVING FORWARD</b></p> <p><b>ANY OTHER BUSINESS</b></p> <p><b>Development of the Group</b></p>	<p><b>Telephone Changes</b> – calls are now recorded so we can monitor the abusive calls. We are to purchase a mobile telephone for downtime, emergency use, paramedics etc.</p> <p>We recently experienced a phone system down time twice in the last few weeks – which affected the whole of Nottm.</p> <p>We have recently completed a telephone consultation with CQC (Dr Collins and Marilyn Brooks) and we are expecting a CQC inspection visit sometime within the next 6 months as it 5 years since our inspection.</p> <p>There is a current outbreak in Nottinghamshire and we are monitoring this closely. Our Practice Nurses constantly chase parents whose children are out of date with their childhood vaccinations.</p> <ul style="list-style-type: none"> <li>• Sept 2019 – New appointment system</li> <li>• Continue to develop research programmes.</li> <li>• Continue to develop the Carers Register to offer more support to carers.</li> <li>• Continue to promote on-line services.</li> <li>• Different methods of consultations are coming on line which will include e-mail and skype.</li> <li>• Flu Season starts in September with possibly a Saturday morning clinic.</li> </ul> <p><b>FLU 2019</b> Patients asked about flu and whether having the vaccination at the pharmacy took income away from the practice – It was confirmed that this was the case.</p> <p>We have no control over when our vaccines are delivered but we always aim to vaccinate the majority of our eligible patients during Sept/Oct.</p> <p><b>SIT &amp; WAIT</b> Patients expressed their dissatisfaction with the Sit &amp; Wait system – this will be replaced in September with a new appointment system (detailed above).</p> <p><b>TELEPHONES</b> Patients expressed their dissatisfaction with the current telephone system but it is hoped with the introduction of the new mobile system (detailed above) this will remove some calls from call list so patients should get through quicker.</p> <p><b>ABUSE</b> We continue to receive abuse over the telephone and at the reception desk which the patients were aware of and some patients had witnessed themselves in reception. We have removed one patient in the last 3 months from the practice list due to verbal threats made towards the staff.</p> <p>We hope to increase the numbers of patients attending the Group which is advertised on the patient call board, in the waiting room, on line and in the quarterly newsletter.</p> <p>We still plan to develop a virtual group.</p>	
<p><b>Date of Next Meeting</b></p>	<p>To be arranged for later in the year following the introduction of the new appointment system</p>	<p>Practice</p>

