

Minutes of the Patient Group Meeting held on Friday 29 June 2018
2pm in Meeting Room 1, Clifton Cornerstone.

Present: M Brooks (Practice Manager) Dr C Collins (GP), Michelle Daniels (Advanced Nurse Practitioner) N Wright (Secretary) Patients – Mr J Williams, Miss T Priest, Mr & Mrs M Murden, Mr and Mrs Deaton, Mr T Fuller

Item	Discussion	Action
Introductions	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 P Roberts	
Minutes of meeting held on 25 September 2017	These were not discussed as there were no actions. A copy of the minutes was offered to all attendees.	
Since last meeting	M Brooks updated the group on the progress on the practice since the last meeting as follows: Sepsis training had now been given to all admin staff as this was something which was on the rise. The new GDPR legislation was explained and privacy policy available on the website and in the waiting area. Going over the new telephone system in place. Patients feel the message is too long, and it was explained that we are looking into reducing this. We are now a Dementia friendly practice. Signposting was now well under way. Telederm – progressing well with a number of referrals with HCAs now trained in this.	
Update since last meeting Clinical Pharmacist New Telephone System Telehealth Signposting GP + appointments Mental Health Awareness Telederm	Maulik Jhaveri Clinical Pharmacist - settled well within the practice offering medication reviews. For the patients who had used him, they were very pleased with him, thought he was lovely, very helpful and very knowledgeable. Patients were encouraged to put this in writing. New telephone system is now in place. Patients felt that the message was too long, and it was mentioned that this was currently being looked into, to try and reduce the length of the message. This service is now being stopped. It was explained that the reason for signposting was to try and free up some appointments which were used for GPs when in fact they could easily have been signposted to other health areas, i.e. physio Going through the protocol on how to book and explaining the difference with GP+ and the out of hours service NEMS. GP + appointments available from 4pm to 8pm, Monday to Friday and appointments Saturday and Sunday 9am to 1pm at Upper Parliament Street, Nottingham. Book through our reception. We held a mental health awareness day on 15 June. Patients mentioned that they were not aware of this and requested we hold this again. Marilyn will look into having this again in a couple of months. Is being well used now. HCAs are now also trained in this. Some patients were not aware of this or what it was, so this was explained to them.	

<p>New Appointment system</p>	<p>Dr Collins explaining about the change in protocol for sit and wait. Explaining that the idea behind this was to try and reduce patient's waiting time. A new triage system is being set up whereby patient's will complete a slip with the reason they are attending and it will be triaged by either Michelle or Dr Collins who will then be able to book an appointment with the most appropriate clinician to deal with their presenting symptoms. This will be reviewed again in 3 months to see how it is going.</p> <p>It was also brought to the attention that although there may be quite a few on line booking slots, a lot of people still didn't like to use technology or didn't want to use technology and would prefer to speak with someone, but by the time they got through to book their appointment, all slots were gone. Dr Collins explained that the system had changed slightly in that more appointments were blocked and released at 8am on the morning, alongside the pre-existing on line slots and pre-bookables. This would make it easier to get an appointment, although it was explained that sometimes this wasn't always possible and GPs had to pre-book patients in themselves for reviews.</p> <p>Clifton Medical Practice will continue to meet increasing expectations with limited resources.</p>	
<p>Staffing Changes</p>	<p>Dr Beale has retired Dr Yamini Ashokkumar is a new partner Michelle Daniels – Advance Nurse Practitioner. Michelle introduced herself and explained her role.</p> <p>We continue to be a training practice.</p>	
<p>Integrated Care Homes Team</p>	<p>We will no longer be providing cover to all care homes in Clifton as we have been doing. The Care Homes Team will take over this. They are part of CityCare. They can however still request a home visit from a GP should they feel a patient needs to be seen by one.</p>	
<p>Big Health Debate</p>	<p>The CCG are seeking views on what the public think about proposals to restrict over the counter medicines on prescription for minor illness, i.e. paracetamol, hay fever tablets. Patients were encouraged to visit the website to complete their views in a survey.</p>	
<p>ANY OTHER BUSINESS</p>	<p>Patients wanted to clarify whether Lark Hill was independent living or a care home, as there appears to be more and more dementia patients in Lark Hill. Unfortunately this is something which needs to be taken up with ExtraCare and not something the surgery have anything to do with.</p> <p>It was felt by Mr Murden that GPs should routinely ask patients whether they have had a bowel screening kit and whether they have used their screening kit. Dr Collins stated that we are informed of patients results for those who took the test and also of patients who have DNA'd their test. This was the same for smears and mammograms. Patients records were noted so GPs can follow up where appropriate.</p> <p>Patients were encouraged to complete the family and friends questionnaires.</p> <p>It was mentioned again that Maulik is offering a valuable service.</p>	
<p>Development of the Group</p>	<p>Increase numbers of patients attending and specific patient types, i.e. patients with dementia.</p> <p>Any volunteers to run the patient and chair the patient groups would be welcomed.</p>	

Future Plans	No major projects going forward at the moment	
Date of Next Meeting	To be arranged	Practice