Snaith & Rawcliffe Medical Group

# Minutes of Patient Liaison Group: Monday 16 October 2017

# *Members Present*

Mr Stuart Dransfield (SD)

Brenda Mitchell (BM)

Mrs Jean Brooks (JB)

Mrs Betty Wilks (BW)

Eileen Hall (EH)

David Shepherd (DS)

Dennis Tredgett (DTr)

Dr Dan Thompson (DT)

Dr Noel Tinker (NT)

Dr Somaya Abdel-aal (SA)

Mrs Jacqueline Roe (JR)

**Apologies for Absence**

Margaret Morrell (MM)

Mr Phil Price (PP)

Dr Frances Booth (FB)

Dr Jon Martin (JM)

Dr Susie Foster (SF)

Introductions were made- Dr Abdel-aal was welcomed and introduced to the meeting.

**Minutes from the last meeting**

These were approved

**Matters Arising**

None

**Doctors Report on Practice Developments**

* JR gave a brief update on the recent staff changes, which included:
* A member of the reception team is leaving in December. Recruitment has already taken place and Kathryn Hinsley will be joining the reception team on 6 November 2017.
* A member of the dispensary team will be leaving the practice mid- November. Recruitment is currently in progress.
* Thanks were given to the support that the PLG members gave to the Practice on the two clinics last month. We had record numbers attended the first one (670)- and so far we have vaccinated almost 2000 patients. NT discussed the local pharmacy had vaccinated 58 of our patients, and it was agreed that all of these patients would be written too- to encourage them to return to us next year. **ACTION.**
* Extended Access. NT spoke of the future changes that the government will be enforcing from April 2018. This includes access to a GP from 8-8pm 7 days a week. We are currently working out how this would be managed- but it would be delivered by a group of practices, and not just all at Snaith. More information to follow when received.
* Practice Pharmacists- we are working with local practices to employ a pharmacist here for (hopefully) 2.5 days a week. This new position will review the pressure on the GPs, as they will be able to review patients, change medication where necessary, complete med reviews, etc etc. More information will be given when one is recruited and employed.
* DT then proceeded to speak of the challenges facing secondary care- particular at our local hospitals, Goole and Scunthorpe. GPs are informing patients that there may be shorter waiting lists at other hospitals- such as Hull, York, Pontefract or Doncaster. We have been asked to assist the hospital by reviewing patients’ notes that are on the waiting list- but we are currently exploring our medical indemnity to ensure the GPs would be covered to undertake secondary care reviews.
* Physio waiting times are now up to 16 weeks- they are also ceasing performing acupuncture or any laser treatments (ultra sound scans etc). NT and JR are meeting with the York team (as they now run the service) to establish what the issues are that are causing these issues.
* Rawcliffe- patient numbers have increased by 100 in the last 12 months. JM had compiled a search to establish how many Snaith patients accessed Rawcliffe for appointments and vice versa.

We would like to open more (ie one afternoon) - but we need to have an extra 120 patients to justify doing this (its 220 patients per GP session). We will continue to monitor this.

* Facebook- JR spoke of the opportunities that FB presents us with. Her recent post re the skateboarders in the car park got to almost 10,000 people. JR will continue to explore how social media can benefit communication with our patients more.
* Care Navigation- it is hoped that receptionists will soon be trained to become ‘Care Navigators’. The definition of these are:

**Patient Care Navigators work to fully understand what the patient needs are and ensure that they help the patient with their problem efficiently and conveniently. Their goal is to ensure that the patient gets the right care at the right time in the right place with the right outcome.**

The ERYCCG are going to organise the training of the team- more information will follow as soon as the practice receives it.

***Review of the PLG Constitution***

* SD stated that this needs reviewing- it was last looked at in 1996. Suggestion was made for the Practice to join the ‘National Association of Patient Participation’. This was agreed- **ACTION**- JR to pay and organise. **DONE**
* It was decided that the PLG would meet without Practice involvement- JR offered the use of a room as and when required. **ACTION:** SD to tell JR when required.
* The PLG needs to have dedicated roles- Chair, Vice-Chair (both already in place), Secretary (role to be filled), Treasurer (role to be filled) etc etc. The PLG members will have to decide who this will be. JR will do the minutes for the meeting today- but there will need to be another person to action these from the next meeting. **ACTION:** PLG to decide on roles and feedback at the next meeting.

***AOB***

* DTr discussed the role of the Parish Nurses that has been created in Hensall- and asked for the thoughts of the Practice. NT stated that we will work with the nurses, and JR is currently arranging a meeting to meet with the new nurses. DTr (as parish councilor for Hensall) will feed this back to the PV.
* The role of ‘social prescriber’ was discussed- this is a newly created position, employed by ERYCCG. We have been allocated Carole White- who will work with patients who don’t necessarily need to visit the GP for their problems, but need advice on certain other aspects of their life- such as claiming benefits, housing, local clubs, community events etc. This is thought to be a good asset to the Practice.
* DT spoke of the new ‘Multi-Morbidity Clinics’ which the CCG want GPs to start. We are re-naming our clinics ‘Long Term Condition Clinics’, and when we get a practice Pharmacist, these will commence.
* SD wished to congratulate Lorraine Burrows on behalf of the PLG for her 30 years in nursing that Lorraine has recently celebrated.
* DTr discussed concerns as an RSVP driver that he had been sent to a patients’ home- but the pt had recently died. JR had already looked into this, and we weren’t told as a Practice by the hospital that the pt had passed away. JR has already recorded this as a concern and informed the bereavement department at the hospital.
* **PATIENT FUND ACCOUNT**

Since the meeting in July, we have received over £350 in donations and sales of jigsaws and books. The current total is now **£2550.00. ACTION:** Thoughts and suggestions on items for purchase to JR please.

* With the change in constitution, the PLG would like to have more control on the monies- this will be investigated by JR via the NAPP website.

**Next Meeting: Wednesday 31 January 2018**

The meeting closed at 19.50