Snaith & Rawcliffe Medical Group

# Minutes of Patient Liaison Group: Wednesday 5 July 2017

# *Members Present*

Mr Stuart Dransfield (SD)

Mrs Jean Brooks (JB)

Mrs Betty Wilks (BW)

Mr Phil Price (PP)

Dr Frances Booth (FB)

Dr Jon Martin (JM)

Dr Dan Thompson (DT)

Mrs Jacqueline Roe (JR)

**Apologies for Absence**

David Shepherd (DS)

Dr Susie Foster (SF)

Dennis Tredgett (DTr)

Brenda Mitchell (BM)

Eileen Hall (EH)

Margaret Morrell (MM)

Dr Noel Tinker (NT)

Introductions were made- and Mr Phil Price was welcomed to the meeting as a new member of the PLG.

**Minutes from the last meeting**

These were approved

**Matters Arising**

**Doctors Report on Practice Developments**

* JR gave a brief update on the recent staff changes, which included:
* A member of the admin team is leaving (gained promotion in her second job). Will be recruiting via the website.
* Dr Romesh is here until Feb- we are also getting a second registrar- Dr Somaya Abdel-aal from August (female, full time).
* FB- returning to work (after 8 weeks planned absence) on Monday 10th July.
* Health Visitors update- at the last meeting we were concerned that we may lose our regular Health Visitor, Beverley Tute. However, it has been confirmed that Bev will keep her Snaith caseload- and baby clinic will continue to be held here on a Wednesday afternoon.
* Dr Booth confirmed that (as of 1 July 2017) we have now stopped taking medication requests over the telephone, and the answerphone is now not in use. Patients are able to order their repeat meds via online access, or by posting / dropping their repeat slip into the Practice. We are continuing to promote online access- so again, we ask for support with this from the PLG. Certain patients will still be able to order via the telephone- palliative, housebound and carers. These patients have been identified, all the staff are aware of who they are. JR distributed posters for display around the Practice area.
* JM gave the meeting a comprehensive summary of the work that we have done with the CCG, and the work that is on-going. Further information will be sent out re this.
* SF thanked everyone for their support in making the Open Day the huge success that it was. The competition that the practice ran to engage with primary school children was a hit- and there was a suggestion made that we contact The Snaith School to offer them the opportunity to have their art work displayed. It was also agreed that we would do another one in two years’ time.
* The Practice raised almost £1000 for Cancer Research, after completing the Leeds ‘Muddy Run’ in June 2017
* DT spoke about the new e-consultations service that we have launched. We did a soft launch on this, as it was a time when we were encouraging online access as regards ordering prescriptions. More patients have used it than we envisaged, so we will review in September if we need to put more advertising into this service.
* Flu Clinics are on 23 and 30 September. It was suggested that we make some posters to advertise these dates. UPDATE: JR has asked Clare Hodgson to do this, and this will be done.
* **PATIENT FUND ACCOUNT**

Since the meeting in April, we have received donations and bequests totalling £110, £250 from the sale of books and jigsaws, and £300 from the Open Day. The current total is now **£2203.58. ACTION: Thoughts and suggestions on items for purchase to JR please.**

**AOB**

* The new houses being built adjacent to the surgery will bring approx. 600 new patients to the Practice- meaning we could well be at 11,000 patients in the near future.
* SD asked if JM could do a search to see how many Rawcliffe residents visited Snaith surgery. ACTION JM
* SD asked for us to check that the NLAG hospital telephone number that we put on letters to patients is not Grimsby. UPDATE: JR has looked into this, and the number on the letter is the central gateway number based at Scunthorpe. It may be that Scunthorpe then direct the call to the Grimsby hospital.
* PP stated that his wife would also like to become a member of the PLG. This would be welcomed- but SD would look at the constitution and update us all as regards husband / wife membership of the PLG. ACTION SD
* PP spoke to the meeting and explained his background. PP has worked closely with CCG’s and various health organisations and offered to assist JR if required. This is appreciated, and PP was welcomed to the PLG.
* Next meeting date- JR is unable to attend the meeting on 4 September, so requested to move it to Monday 11 September. Not all members agreed to this, so JR stated that she would communicate further re this when the minutes are distributed, and after consultation with the Partners.

The Meeting closed at 19.35