Snaith & Rawcliffe Medical Group

# Minutes of Patient Liaison Group: Monday 30 January 2017

# *Members Present*

Stuart Dransfield (SD)

Brenda Mitchell (BM)

Jean Brooks (JB)

Betty Wilks (BW)

Eileen Hall (EH)

Margaret Morrell (MM)

David Coupland (DC)

Dr Frances Booth (FB)

Dr Noel Tinker (NT)

Dr Dan Thompson (DT)

Mrs Jacqueline Roe (JR)

Miss Samantha Curry

**Apologies for Absence**

David Shepherd (DS)

Dr Susie Foster (SF)

Dennis Tredgett (DTr)

Dr Jon Martin (JM)

**Minutes from the last meeting**

These were approved

**Matters Arising**

**Doctors Report on Practice Developments**

* JR began the meeting by introducing Samantha Curry- our new Dispensary Manager. She then gave a brief update on the recent staff changes, which included:
	+ We will be getting a new full-time GP Registrar from February 2017.
	+ The Practice is currently training ‘Physicians Associates’ (PA’s). These are students undertaking training in a new form of clinical work. They will be seeing patients, but under the guide of Drs Wildgoose and Martin. They are all placed at Hull and York Medical School.
	+ Dr Brews recently celebrated his 25 years at the Practice (Dec 2016). Vicky Barlow (Assistant Practice Manager) completes her 25 years service in February 2017.
	+ Tina Spencer, one of our admin team, left in December 2016 after 49 years of working in the NHS! We all wish her well in her retirement.
* Dr Booth then spoke about the plan to cease using the Dispensary answerphone on which patients leave medication request messages. We are also going to stop taking medication requests over the telephone. Both of which will come into force on 1 July 2017. We are one of very few practices in the country that still take orders the telephone, and this needs to stop for a safety point of view. Patients are able to order their repeat meds via online access, or by posting / dropping their repeat slip into the Practice. We must promote online access- so we ask for support with this from the PLG. Certain patients will still be able to order via the telephone- palliative, housebound and carers. There will be more on this at the next meeting in April.
* FB then explained that the Practice will be rolling out the ‘managed repeats’ system, to make the whole process of ordering medications much easier and simpler for the patients. Again- this will be discussed at the next meeting in April.
* Rawcliffe patient numbers have increased by approx. 2% (40 patients). We regularly review the patient numbers, and if it continues to rise, then we may consider opening one afternoon.
* DT fed back the current pressures that secondary care are experiencing, and the out-sourcing that NLaG have been doing- including having letters typed in India. This continues to be of concern to us at the Practice, and we regularly speak to the CCG re this.
* Outpatient waiting times. DT spoke to the meeting regarding the increased waiting time at Goole and Scunthorpe. Patients are able to attend other hospitals if they want.
* The Practice is also going to get a new system installed (WebV). This is a hospital system that links with Scunthorpe, Goole and Grimsby hospital, and will enable the clinicians to see much more clearly what has happened to the patients whilst at hospital, and to review tests / scans that were completed whilst there. This will definitely help the GP’s when consulting with patients.
* NT gave feedback on the flu campaign for 2016-17. We vaccinated 2,870 patients, and also vaccinated 176 2-4 year olds. This is twice the national average- again, thanks to PLG for their support with the flu campaign.
* The recent (negative) media coverage of GP’s was discussed.
* JR confirmed that the Practice (finally- after 5 months) received the CQC report. We were graded as Good- with outstanding area’s. This is a great achievement, and we are all very proud. Thanks again to the PLG members that supported us with the inspection back in August.

**PATIENT FUND ACCOUNT**

The Marshes care fund was £1240- we received donations and bequests totalling £933. We have purchased a new diagnostic set, which means that the current total stands at **£1514.44**. bag with equipment, to enable them to complete home visits. This was agreed.

**AOB**

* The Marshes Open Day is to be held on Saturday 13 May 2017. Donations for the tombola to Betty. If you need any more information, please contact Clare Hodgson, who is busy planning to ensure it will be a huge success.
* Local school competition- we are running a completing dfor local primary schools to design a poster. The winners will be announced at the Open Day.
* Unfortunately, we had our new radio stolen from Waiting room 2.
* FB is having a period of planned absence from May 2017, for two months. However, this date may be moved.
* The builders have started on the development adjacent to the surgery. It will consist of 94 houses.

**DATES OF 2017 MEETINGS**

**Monday 24 April 2017 (+AGM) @ 18.30**

**Wednesday 5 July 2017 @ 18.30**

**Monday 4 September 2017 @ 18.30**

The meeting closed at 7.45pm