Snaith & Rawcliffe Medical Group

# Minutes of Patient Liaison Group: 16 September 2015

# *Members Present*

Stuart Dransfield (SD)

Brenda Mitchell (BM)

David Shepherd (DS)

Betty Wilkes (BW)

Eileen Hall (EH)

Dr Susie Foster (SF)

Dr Jon Martin (JM)

Mrs Jacqueline Roe (JR)

**Apologies for Absence**

Dr Frances Booth (FB)

Dr Noel Tinker (NT)

Dr Dan Thompson (DT)

Jean Brooks

Dennis Tredgett

**Minutes from the last meeting**

These were approved

**Matters Arising**

**Doctors Report on Practice Developments**

* SF gave a brief update on the recent staff changes, which included:
	+ We are participating in a student Practice Nurse Mentor Scheme, so patients may see new faces within the nursing team from January 2016.
	+ The Practice has a new GP Registrar- Dr Makinde, who will be with us until early November 2015.
	+ Dr Wildgoose is working here until the end of February to cover Dr Booth’s absence. Dr Wildgoose was our GP Registrar, so will be known by a lot of our patients.
	+ A new Health Visitor has joined the team- Louise Hobson will be working alongside Beverley Tute providing support to the families and young children who are registered here.
	+ Our apprentice, Mr Joe Swash, will be staying with us when he completed his training in October of this year.
	+ Denise Weston, one of our Practice Nurses, will be leaving us at the end of September to take up a new post in Leeds. SD, on behalf of the PLG, expressed his best wishes and thanks to Denise (which JR will pass on).
	+ Best wishes were expressed for Dr Booth, and are to be passed onto her by JR. We all hope to see Dr Booth back here in March next year.
* JR thanked everyone for their support and enthusiasm for the first ever ‘Marshes Open Day’, held in May. JR has received positive feedback and thanks from the fire service, the Health Trainers at Goole, the Library service, as well as the breast screening services. It was suggested that this is made a bi-annual event, which JR will take to the Partners. It was a successful day for health promotion as well as fundraising; and over £250 was donated to the Marshes Care Fund.
* JM gave the meeting an update on how the triage system works here. We felt disappointed that on a recent survey, only a low number said that they could access a GP within 48 hours. This is not the case, as every patient that calls during the day, and feels that they need an appointment soon, will be put on the list for the doctor to call that day. It is hoped that patients understand our system.
* JM then spoke about the feedback that we have received regarding the decision to cease phlebotomy here as well as the 24hr ECG. A discussion took place around this, and it is hoped that both services will be commissioned for 2016/17 by the CCG. Further information will follow if and when we receive it.
* Positive feedback on the NHS Choices website was discussed, and JM read out the most recent comments. Patients are encouraged to post comments on the NHS Choices website, as this can be viewed nationally, and by the CCG and CQC.
* The Practice had a visit by the Chair of the CCG last week, and we have been identified as one of the best performing practices in the East Riding, with low referrals and hospital attendances cited as being one of the best on the area. The positive NHS choices feedback had also been commented on.

**Patient Fund Account**

* The Marshes Care Fund currently is at £1250.00. The hearing loop that has been recently installed had been paid for out of the fund, but with patient donations and fund raising, the fund is back to what it was in February!

**AOB**

* The Flu Clinics will be held on Sat 26th September and Saturday 3 October. Once again, the PLG have kindly offered to come in (at 8.30). This is much appreciated.
* Dennis Tredgett is retiring as co-ordinator of the RSVP service. Thanks were expressed for Dennis’s hard work over the last ten years, and this has been appreciated by both patients and doctors. Mr David Coupland is taking on this important role- and it was suggested that he join the PLG. JR will discuss this with him.

**Date of next Meeting**

6.30 pm Monday 25 January 2016

The meeting closed at 8.30pm