



# Snaith & Rawcliffe Medical Group

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## Minutes of the Patient Liaison Group Meeting:

**Wednesday 31<sup>st</sup> January 2018 @ 6:30pm**

### ***Members Present***

Mr Stuart Dransfield (SD) Chair  
Mrs Brenda Mitchell (BM)  
Mrs Betty Wilks (BW)  
Mr David Shepherd (DS)  
Mr Phil Price (PP)  
Dr Dan Thompson (DT)  
Dr Susie Foster (SF)  
Dr Jon Martin (JM)

### ***Apologies for Absence***

Dennis Tredgett (DTr)  
Eileen Hall (EH)  
Mrs Jean Brooks (JB)  
Mrs Jacqueline Roe (JR)

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SD opened the meeting at 6:30. Apologies for absence noted and are as recorded above. Pending discussion on the appointment of a Secretary for the PLG later in the agenda, PP (reluctantly) volunteered to take notes and prepare minutes of this meeting.

### ***Minutes from the last meeting***

These were approved as written.

### ***Matters Arising***

None that fall outside of the agenda.

### ***Doctors Report on Practice Developments***

- 2 registrars have now been working in the practice for the last 6 months. Dr Romesh is due to move on shortly and will be providing locum sessions in our area, as well as working in Beverley.

- 2 staff retirements from dispensary. One replacement (Beth) has already started and a second (Amy Brough) is due to start in February.
- Doctors are holding a practice meeting 9 Feb 18 to review and ready the work force to meet future demands. They will be looking at all roles.
- Secondary care concerns regarding NL&G hospitals. No change to previous situation for Outpatient appointments at Scunthorpe and Goole, these being largely due to staffing and IT issues in the hospitals. Hospitals now sending out backdated letters to cover those lost in the system. Practice received the first electronically transmitted letters from Secondary Care last week.
- There are still very limited online booking opportunities for the 2 hospitals. Doctors suggest that patients will go elsewhere if unable to book in our local sites.
- Minor Injuries Unit at Goole will convert to the new Urgent Care Centre from 1 Apr 18. New service will work alongside existing GP OOH service and will be provided by community provider.
- Winter pressures generated limited additional funding for GP extended access. CCG released funds to provide additional GP and nurse capacity in February and March. These additional sessions have to be provided outside of normal practice hours and will amount to about 75 minutes per week.
- Flu feedback: All targets achieved and approx. 90% of identified “at risk” patients covered. Patients thought the Saturday sessions were well organised and appreciated the slick flow that got them in and back out quickly.
- Letters are being sent out to those patients who have yet to take the offered shingles immunisation.
- Pharmacy support: Funding has been approved and recruitment to the role is underway. We will share a pharmacist with Gilberdyke and Hessle.
- Practice list size is now at an all-time high of 10,500. Still taking on new patient registrations and aspire to reach 11,000.
- Practice bid for funding to help with digitisation of old paper records was initially successful, but then NHS England stepped in with additional criteria that prevent use of the funding to pay for additional staff to do the work. Currently at an impasse whilst CCG assistance with people costs investigated. Question was raised whether a PLG member with appropriate skills could help to scan the paper records on a voluntary basis.
- A new bid has been submitted to fund improvements to the Nurses’ rooms. Decision awaited.
- Dr Frances Booth completes 20 years in the practice this month.

### **Fund Account**

- The fund currently stands at £2905:64.
- Practice needs a new ECG machine to replace one over 20 years old that has recently gone defective. Cost of a replacement machine is £1954:00. It was agreed that the fund should be used to cover the cost of the new ECG machine.

### *Constitution and Allocation of a Secretary*

- The PLG is now a member of NAPP (National Association of Patient Participation).
- Information on the NAPP web site provides details of 7 options for a new constitution for the PLG, however, SD opined that none was suitable for our purpose. SD suggested that perhaps 3 members could review the 7 options and select appropriate best content to generate a suitable new constitution for our use. The 3 to meet in the practice to consolidate views at a date to be agreed. A new constitution is to be ready for proposal at the AGM on 16 Apr 2018. **ACTION: SD**
- There was no discussion regarding the appointment of a Secretary from the patient members and this issue remains unresolved. **ACTION: SD**

### *AOB*

- PP appraised the group regarding a small project that he is undertaking for the practice, to produce a short video (5 mins) similar to that highlighted by SF on the practice's Facebook page. Aim is to help patients understand pressures in the NHS and how they impact on doctors as well as their patients.

***Next Meeting: Monday 16 April 2018 @ 6:30pm***

The meeting closed at 19.05