Snaith & Rawcliffe Medical Group

# Minutes of Patient Liaison Group 14 September 2016

***Members Present***

Stuart Dransfield (SD)

Jean Brooks (JB)

Betty Wilks (BW)

David Coupland (DC)

Dr Dan Thompson (DT)

Dr Frances Booth (FB)

Dr Susie Foster (SF)

Mrs Jacqueline Roe (JR)

**Apologies for Absence**

Brenda Mitchell (BM)

David Shepherd (DS)

Eileen Hall (EH)

Margaret Morrell (MM)

Dennis Tredgett (DTT)

Dr Jon Martin

Dr Noel Tinker

**Minutes from the last meeting**

These were approved

**Matters Arising**

None

**Doctors Report on Practice Developments**

* JR updated the meeting on the staff changes that have occurred since the last meeting:
	+ Samantha Curry is our new Dispensary Manager- she started on 5th September 2016. Sam was previously the pharmacy manager at Lloyds Chemist in Goole.
	+ Joe Swash, out admin apprentice has left us, so we have recruited two new receptionists- Angela McKenna and Julie Kirkland.
	+ We currently have two GP Registrars- Dr Kirsty Garrod who is with us for 12 months, and Dr Funmi Makinde, who has returned to us after having a baby. Dr Makinde will be leaving us in early November to continue her GP training at another Practice.
	+ We have employed a new relief delivery driver (Paul Vince), who will be covering for Chris Scaife when he is on holiday.
* Linda Poskitt, our Practice secretary, completed 25 years’ service with us on 1st September 2016.
* Tina Spencer will be entering her 50th year in the NHS in January 2017. Tina started as a trainee nurse when she was 18- Tina now works in our administration department. We will ensure we all make a big fuss of her in January!
* SF confirmed that since April, Rawcliffe patient numbers have grown by almost 70. When it gets to a certain number, we will open the surgery in an afternoon. **ACTION:** To be discussed at the next Partners Business meeting.
* We have started to organise events and attendees for the Open Day which is going to be on Saturday 13 May 2017.
* DT informed the meeting of the problems we are currently experiencing with secondary care- particularly Goole and Scunthorpe. It is taking three months + for letters to be sent to us once our patient has attended there. This is being taken seriously by the CCG, and is being investigated urgently.
* FB reminded all eligible to attend for their flu jab. The clinics are to be held on 24.9.16 and 01.10.16. Thanks were expressed again to all members of the PLG that help out on the mornings of the flu clinics- their help is invaluable. FB then ran through the guidelines for the other vaccinations that we also administer at the same time if appropriate- ie shingles, pneumovax and fluenz for the children.
* Frances then explained the CCG’s decisions with regards medication changes-- this is to save money- but the patient will not be changed if it is not appropriate to do so.
* CQC. JR thanked the members of the PLG that came into the Practice to meet with the CQC inspector. The inspection was carried out over 2 days (3/4 August), and it seemed to go well. We are hoping to get our result before Christmas. **ACTION**: JR to inform the PLG when the result is confirmed.

**Patient Fund Account**

Currently a balance of £2002.54.

We have received a £500 bequest, and have taken over £200 from the sale of books and jigsaws.

Discussion then ensued as regards the Care Fund. JR confirmed that the Care Fund is managed and treated separately to the Practice bank account, and it has its own account name and sort code. If patients wish to donate, then they are advised to make any cheques payable to: ‘The Marshes Care Fund’- and NOT Snaith and Rawcliffe Medical Group. This was not known by the PLG, so it was decided that we would put a small article in the next Practice newsletter.

DC suggested we look into making it a charity- as we may get exemptions and other benefits if this was the case. **ACTION:** JR will look into this.

AOB

* Rawcliffe Parking- this is becoming an issue due to people parking their cars on the road next to the drop kerb. DC will write to the highways department in his capacity as RSVP, and JR will contact council as to installing double yellow lines.
* Recruiting new members- SD needs to liaise with CH re this.
* Meetings- decided that they will continue to be quarterly- January, April, July, and September (any later than this is flu season). The GPs cannot attend any more than this- however if the PLG members wish to meet more regularly, then on a Monday evening, the staff room could be used. Contact Jacqueline if this is required.
* BW brought a complaint re a GP’s consultation with her husband on 26.07.16. JR will investigate this.

**Date of next Meeting**

6.30 pm Monday 30 January 2017

The meeting closed at 20.25 pm