Snaith & Rawcliffe Medical Group

# Minutes of Patient Liaison Group: Monday 24 April 2017, incorporating AGM

# *Members Present*

Stuart Dransfield (SD)

Brenda Mitchell (BM)

Jean Brooks (JB)

Betty Wilks (BW)

Dennis Tredgett (DTr)

Eileen Hall (EH)

Dr Frances Booth (FB)

Dr Susie Foster (SF)

Mrs Jacqueline Roe (JR)

**Apologies for Absence**

David Shepherd (DS)

Dr Jon Martin (JM)

Margaret Morrell (MM)

David Coupland (DC)

Dr Noel Tinker (NT)

Dr Dan Thompson (DT)

**AGM**

**AGM Re-elections**

No one was due re-election

SD was nominated and seconded as continuing the chair role.

**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:
  + Dr Wildgoose will be a permanent GP at the Practice from September 2017.
  + We have a new member of the admin team- Mrs Jackie Williams
  + Francesca Howsam has successfully passed her apprenticeship and is now employed as a receptionist at the Practice
  + The Practice has been successful in its bid for funds to employ a Practice based Pharmacist
  + We will be getting a new full-time GP Registrar from August 2017. Dr Romesh is also staying with us until February 2018, so we will have two full-time GP Registrars for 6 months.
  + 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 Booth is having a period of planned absence from May until July 2017.
  + Dr Booth has reduced her weekly sessions to 6- she wil no lomnger be working on a Monday afternoon as of 1 April 2017.
* 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.
* 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.
* FB asked for support from the PLG to promote online access.
* There may be a glimmer of hope that funding for phlebotomy may become available from April 2018- but we await further information.
* The Practice has been successful in getting funding to use ‘e-consultations’. This will be launched on 6 June 2017.
* We are currently rated as the number one Practice in East Riding CCG, on a CQC targeted report- this is great news.
* Health Visiting changes are being made. The local authority manages the Health Visiting Service, and they have withdrawn funding to have a HV based here. However, we will still have Beverley Tute as our named HV, and baby clinics will remain here on a Wednesday.
* Stoma Care Reviews- we have contacted all our stoma patients and offered them an hour consultation with a qualified stoma nurse. This has been successful, and well received by patients.
* Plans for the Open Day are in full swing. If you have any queries / questions, then please contact Clare Hodgson who is co-ordinating this.
* We have held a local primary school competition- and have asked for children to draw a picture of ‘what going to the doctors means to me’. We will be presenting the winning artists with a prize at the Open Day, and the posters will be framed and displayed in the waiting rooms.
* SF explained the research projects that we are currently participating in- we would like to encourage as many as patients to participate as possible.
* Flu campaign for 2017. Clinics will be held on Saturday 23 September and Saturday 30th September 2017. Thanks again to all PLG members who help us make this as successful as it is!
* On June 4th, 10 members of the team are participating in the Muddy Run at Temple Newsome in Leeds. We wish all the ladies the very best in this fund-raising event!
* In March, the surgery helped Snaith become national TV stars by dancing in the street to La La Land for Comic Relief. This was a hugely enjoyable event for us to participate in, and we have had lots of positive feedback- and have helped Snaith Primary School raise over £2000 for comic relief!

**PATIENT FUND ACCOUNT**

The Marshes Care Fund currently stands at £1556

**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