

PATIENT REFERENCE GROUP (PRG) MEETING MINUTES

Wednesday 23 May 2018

Present: Elisabeth Dewhurst, Andrew Hogg, Sean Hall, Janet Munro, Elaine Parsons, Dawn Rundle, Val Tompkins and Kathleen Warnes

Staff

Linda Marquis:	Managing Partner
Lynsey Wayte:	Operations Manager
Helen High:	Medical Secretary (minutes)
Jos Stares:	Admin Assistant (minutes)

Apologies: *Margaret Gaze, Carol Palfrey, Michael Simms, Barbra Worsley and Wendy Mower*

Resignations: *None*

Previous minutes

The previous minutes were agreed.

Dementia Signs: these have been selected and are about to be ordered.

Signposting Update: Linda updated the group that the 3rd receptionist signposting conference had just taken place and the feedback from the reception teams across North Norfolk was very positive. Data from the trial in November found that just under 3000 patients were recorded as being signposted and that if all these patients had seen a GP for a 10 minute appointment, 485 more hours of GP time would have been needed. This would mean that across the 19 practices another 2 or 3 GPs would be needed. The North Norfolk practices sent out a patient survey with 81 replies received. Patients although initially a little uncertain about giving the reason for their appointment had found the receptionist professional and the majority had found the signposting appropriate.

Mundesley Medical Centre 'The Future' Update: The group were already aware Dr Ashworth would be leaving at the end of June. Interviews had taken place for a new practice nurse and hopefully the new member of the team will start at the end of June. This would start to release time for Carol and Iain to see more patients. In the interim locums would be helping out and would also be providing cover for our GPs to provide Iain and Carol with extra support and training.

Mr Hogg enquired what qualifications the new practice nurse will have. Linda explained that they will be fully qualified, and will carry on training and furthering their knowledge. Also that a lot of their previous training will be transferable from the hospital setting to the surgery e.g. echocardiograms, wound dressing and blood pressures.

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Mundesley Medical Centre 'The Future' Update: (Cont'd)

She also reassured the group by saying that the nurse will start off by sitting in on clinics and then be assessed by our clinical team and only when they are happy, will the nurse be able to see patients individually.

Mrs Rundle enquired if a practice nurse is similarly qualified to a cardiac nurse. Linda explained that a practice nurse is the same level as a Staff Nurse.

The whole practice team had joined together last Wednesday for a very successful training day when there had been updates on infection control, understating the signs for sepsis, GDPR (new data regulations), the Caldicott Principles on confidentiality, consent for treatment for the under 16s and the laws around contraceptive advice, preparing for the CQC, 55 general practice/NHS questions and some team working challenges.

For the last 3 months the practice has closed for one hour on the 3rd Thursday of each month between 2pm to 3pm for staff training. This hour is proving to be invaluable as it is giving the different teams in the practice time to meet and discuss any issues, improvement or updates.

Unfunded work: Linda informed the group that ring pessaries and ear syringing are now being funded for the interim, until the CCG meets to discuss these again. Linda apologised for any inconvenience caused by this. It is being reviewed due to patients writing to the CCG and asking for these services.

Mrs Warnes asked if it was possible for the practices to band together to provide these services and request funding for them. Linda explained that each GP practice was run individually, but did work together via North Norfolk Primary Care on some issues.

Resilience Bid: Linda informed that the partners decided to put in a bid for a community mental health nurse to work from the practice. She put in for 6 months funding to see if this would work.

Mr Hall queried about mental health appointments. Linda explained that many of these patients would still see a GP and summarised the type of referrals we make. Linda explained that if we got a mental health nurse they would see the patient initially to assess the patient's needs. Mr Hall agreed that this would be good if we get the funding for this.

Mrs Parsons agreed this would be beneficial as patients are more trusting of those who already work in the surgery than at the hospital. Mr Hall asked if we still refer to Kelling Hospital and Linda advised that we use the Wellbeing service.

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Flu Jabs: Linda advised that she had received an e-mail from the single national provider of the flu jab (called FLUAD® which is an adjuvanted trivalent influenza vaccine). This is the vaccine that should be given to the over 65s. Supplies would be limited to deliveries of 40% in September, 20% in October and 40% in November. Delivery dates would not be confirmed until August which would cause problems with planning. Practices can independently order the vaccine for the under 65s and delivery dates would be confirmed nearer the time. There might be an issue if pharmacies got their vaccine sooner and the practice were left with vaccines they could not return.

Linda advised that this year, there will be different types of flu vaccination for patients over 65 and those under the age of 65. Linda reiterated that we only contact patients under 65 who are eligible for the flu vaccine in order to reduce the amount of admin as 2700 out of 5400 patients were eligible last year's flu vaccinations.

Mr Hall asked if the pharmacies would have to differentiate between the 2 age groups. Linda explained that she did not know as yet.

Practice Answerphone Message: This is changing to the message stated below out of normal hours:

Morning Message (AM – 8.00-8.30am)

If you have a life threatening medical emergency please hang up and call 999.

The Medical Centre telephone lines are now closed for routine matters.

If you have an urgent problem please hold and a receptionist will take your call as soon as possible. The appointment line opens at 8.30am.

Evening Message (PM – 5.00-6.00pm)

If you have a life threatening medical emergency please hang up and call 999

The Medical Centre telephone lines are now closed for routine matters.

Please call back during our "telephone opening hours" which are 8.30am until 5.00pm, Monday to Friday.

If you have an urgent problem or are returning a call please hold and a receptionist will take your call as soon as possible.

Healthwatch Meeting 18.04.18

Linda informed the group that Mrs Worsley attended a meeting on 18.04.18, on behalf of the group about improved access.

She said that in her group, which had patients from Sheringham, Cromer and North Walsham, they discussed a lot about transport. There was an interest in having a room in each practice where patients could come in and have a Skype consultation with the consultants at the hospital.

There was interest in patients being able to attend any practice for blood tests and they would like to see more clinicians of all types in practice but the profile of these would need to be raised. There were some concerns about sharing of records and data security.

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Healthwatch Meeting 18.04.18 (Cotn'd)

Linda explained that the NHS England wants GP's to be available 8am to 8pm 7 days a week. North Norfolk Primary Care on behalf of the 19 North Norfolk practices would be hoping to provide services outside working hours by the 01.09.18.

New Data Protection Laws

The GDPR (General Data Protection Regulations) is a strengthening of the existing data protection laws which comes into force on 25 May 2018 across Europe. Lynsey and Linda have joined with other practices in Norfolk to attend 2 training sessions and have jointly engaged the services of an expert to write the new policies and patient information. On our website will be the privacy notice explaining what information we hold, what we do with the information and who we share with. There will also be videos on the website and posters in the practice. There is no funding for this but we have had to engage an expert to be our Data Protection Officer who would deal with any breaches. The main change to the practice is that we can no longer charge for copies of patient records, so we will be encouraging patients to register for online access. We need members of the PRG to agree to continue to be e-mailed about the group.

Mr Hall enquired why we would need to share patient information with hospitals for treatment if they are meant to be using the same record. Linda explained that this is a very slow process, so at the moment you have a record with the GP's and another one with the hospital. Some records are shared by organisations using the same IT systems.

Facebook Profile

Linda explained that we are looking to set up a Facebook profile. We have looked at other successful profiles by other practices. This will be more like an information board, leaflets, videos and information. It will be another way to communicate information with our patients.

Open Day

Linda informed the group that we were looking at holding another open evening this year in the autumn, possibly starting at 3pm until 6/7pm. Linda asked if they had any ideas about a PRG section. Linda will also ask other external organisations to attend. Mrs Tompkins suggested we include information about the new pre-diabetes service

Minor Eye Conditions Service

There is a new service offered by opticians for minor eye conditions and the reception staff will start to signpost patients to these services.

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Patient Feedback

Friends & Family Test collected via the SMS service

96% recommended January

95 % recommended February

96% recommended March

94% recommended April

Patient Suggestions

The following suggestions made by patients were discussed.

- Issue with toilet roll holders – difficult for those with arthritis but put in because people keep blocking the toilet.
- Waiting room music
- Patient not happy if clinicians are dealing with phone appointments and thinks these should be done at the end of clinics.
- GPs to be on time (x 2 suggestions) – this is hard due to a knock on effect and also complex patient being seen in a short appointment.
- Bring back magazines, a rude comment about a clinician who was not even working on the day of the suggestion.
- Water in waiting room – Reception will always give out water when asked.

The group agreed that none of these required action.

Any Other Business

Mr Hogg enquired as to whether the surgery knew anything about the Mundesley Hospital. Linda advised that it is now called the Southern Hill Hospital, and will be a private hospital which may have NHS patients with mental health needs and that we were not fully informed.

Mr Hall asked if we could make more use of the Appleyard. Linda stated that the surgery and other services use it. The midwife runs clinics out of it; also the Wellbeing service, physiotherapy and private therapists use it as well.

Mrs Munro stated that she feels the signposting is working. Lynsey explained how from 08.30 Iain or Carol will sit in reception for 15 minutes, to provide instant clinical advice and triage to the correct clinician or service.

Mrs Rundle asked if there is a list of non-prescription medications and items. Linda explained that the CCG decide this and there are strict guidelines given to GP's and surgeries. GP's can prescribe, but will be acting outside of these guidelines. If any patient has an issue with this they need to take it up with the CCG.

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Any Other Business (Cont'd)

Mrs Dewhurst enquired as to whether there are any policies and rules regarding mobile phones in the waiting room. Lynsey advised that there is a sign regarding this by the front door. Linda added that the NHS required all practices to install a free Wi-fi service to their patients; this has only been funded for 2 years.

Lynsey also added that the practice has updated the non-smoking signs to include vaping as well.

Mrs Tompkins stated that she had spoken with another PRG group member who said they did a lot of fundraising for equipment. Linda advised that as a group they have never been involved in fundraising, but lots of groups do though, but as a practice we do not have the recourse to allocate management to fundraising. Mrs Warnes added that if the practice needed any big pieces of equipment the group would happily fundraise for it.

Date of Next Meeting

The next meeting will be held on Wednesday 22nd August 2018.