**THE GLEN MEDICAL GROUP & PARK SURGERY**

**MINUTES OF PATIENT REFERENCE GROUP MEETING**

**HELD ON THURSDAY 24TH NOVEMBER 2016**

**Present:** Dr Heather Joll GP Partner

Mrs Lynn Crutwell Practice Manager

Miss Chantelle Farrington Administration

Mrs Denise Hetherington PRG Member

Mr Michael Harte PRG Member

Mr Martin Simpson PRG Member

Mr Gerald Fionda PRG Member

Mrs Vicki Sutherland PRG Member

Mrs John Sutherland PRG Member

Apologises for absence: Mrs Celia Harrison, Mrs Theresa Robertson, Mrs Sandra Dummer, Mr Alfred Dummer, Mr Michael Gough.

**Introductions**

Lynn thanked everyone for attending the meeting. Lynn introduced Dr Heather Joll as the Partner attending this meeting and Chantelle Farrington as the receptionist.

**Review of Previous Minutes**

Twitter/Facebook: Chantelle explained that it is difficult to post as much on twitter as the post only allows you to have 146 characters. Chantelle has been posting regularly on Facebook with information for patients such as Pharmacy First and DNA’s.

Catchment Area Map was brought to the meeting.

Cancellation number has been added to appointments cards; Lynn confirmed cancellation line is now in place. Lynn also explained that the Cancellation Line is not getting used regularly. The Cancellation number is now on the newsletter, website, social media and appointment cards. Mr Fionda suggested that we put the cancellation number in the DNA letters, Dr Joll agreed this would be a good idea and that we will follow that up.

Michael Gough had suggested that the call in screen should be moved. Lynn did go down to look at this, unfortunately we cannot move the screen as it causes a lot of problems with IT. Lynn has asked Deb (Reception Supervisor) if she can monitor and give feedback if any issues , which there has been none at the moment.

Lynn had emailed Dementia Friendly training to all PRG Members.

Mrs Robertson or Mrs Hetherington could not attend South Tyneside’s PPG.

Mr Fiona attended a meeting regarding the hospital closures. Mr Fionda explained that there will be no closure in South Tyneside District Hospital, the only thing that has moved is the Stroke Clinic and that has now gone to Sunderland Royal Hospital. Mr Fionda mentioned the new Canterbury Health Pathways; Lynn mentioned that she and the doctors have been to events and we now have this on our system. Dr Joll explained what this was to the other members of the PRG that did not know already.

**Glen/Park Update**

**Staff**

Lynn explained that we have lost Jeanette Mullen (Senior Administrator) who left the practice in September to re locate to a new area.

Dr Richard Ellenger joined the team in August. Lynn mentioned that we have had Dr Ellenger before when he was training a couple of years ago and we are very happy he has chosen to join us permanently as a salaried GP.

Dr Richard Bainbridge is also joining us at the moment as a GP Registrar and he is here until February 2017.

Mr Harte asked whether we are fully staffed for GPS. Lynn and Dr Joll confirmed that we are.

Dr Rachel Jones is currently off on maternity leave. Dr Burns is covering Dr Jones maternity leave and is doing 6 sessions per week.

**List Closure**

Lynn explained that we have opened the list for new patients for both The Glen Medical Group and the Park Surgery and these reopened in September 16. Mr Fionda asked if we do any form of audit of how many people come and go. Lynn explained we keep a record of numbers and also which location they have come from, if they have come from a different GP surgery, new birth and deaths etc.

Mrs Hetherington asked if we have a lot of ‘care of’ addresses, Chantelle explained that there are not many. Dr Joll also explained generally if patients have a ‘care of’ address they usually have a lot of issues going on in their life or under treatment from us or from a hospital and we try to take this into account and give patients a chance to register with a new GP when things are more settled.

**Glen Numbers: 7725 patients registered**

**Park Numbers: 2915 patients registered**

**IT Challenges**

Lynn explained that we are still having the same issues with IT. Lynn advised that she has been in a meeting with EMIS to see if there is a way we can work around these issues. She explained there was a work around but there were downfalls such as EPS, blood requests and online booking. There was also a cost implication. Lynn also explained that it would be a completely different way of working and she didn’t feel it would have made much of a difference to how we are working now on the two different systems. Dr Joll explained that we were two completely separate contracts which cannot merge the patients together and the contract will last 7 years.

**Glen + Park Merge**

Mr Harte asked how long the contract is for the park. Dr Joll explained that it is a 7 year contract for the Park Surgery and this is why we have to work on two separate systems as the contracts are completely different. She also explained that there have been numerous meetings with NHS England to consider merging over the last 18months, but NHS England have always come back the surgery and said that this is not possible. Lynn has just received some new information a few days ago from NHS England saying there might now be a possibility of the surgeries merging. Dr Joll then explained the only way it could happen is if we kept the Park Surgery List open but then moved all of the Park patients to the Glen however this may have a financial implication on the practice and is in the very early stages of discussion at the moment.

**Appointments**

Dr Joll explained that instead of hiring locums to work if we are short of appointments we will ask in house doctors to do locum sessions. Dr Richard Ellenger and Dr Urmila Roy-Craggs are happy to do this.

Lynn explained that Chantelle is taking over adding the appointments to the system and the aim is to have these on the system and available for pre booking up to 6 weeks in advance.

Dr Joll explained that the practice will be trialling a change to the emergency appointments for the period of the next couple of months to deal with winter pressures. She also explained that the telephone triage list is not working as the doctor running triage is inundated with calls and getting up to 50-60 people to call back in one day. Instead of this the doctors have come up with an idea which will change the telephone triage system and this will now be appointments as people are more acutely unwell in the winter. This will be trialled starting week commencing 28th November 2016.

In the morning there will be 10-15 appointments opening up for on the day acute illnesses. In the afternoon the doctor will then have acute telephone consultations for the doctor to ring people who actually do not want to be seen but need advice or palliative care nurses, district nurses, nursing homes etc. In the afternoon there will be more appointments releasing for acute illnesses for that day such a child coming home from school or people who work with chest infection, temperatures, rashes etc.

Mr Harte asked where we would be getting the capacity from. Dr Joll explained that we are changing the appointment system for the on-call duty doctor. Mr Fionda suggests that we should have the same format for all receptionists to follow when trying to book a patient into the acute slots. Follow a question sheet to see if they qualify for the acute emergency appointment.

Dr Joll explained that she has noticed the demand for people that work and explained that she is now opening appointments for her clinics in between 8:00am – 8:30am. She also explained that we also have appointments in between 6:30pm – 8pm on a Thursday night.

Mr Harte asked how we would inform patients of the new changes. Lynn explained that because this is only a trial period until we see if this works then we will not be advertising this at the moment. She also explained if this is successful we will advertise the new change by posting this in the newsletter, in the waiting room, on social media and the website. Dr Joll explained if this doesn’t work we will have to go back to the old triage system and this is why we would not like to advertise this until we have trialled it.

Mr Fionda suggested that we put a sign up in reception to say that ‘we are trialling a change in our emergency appointment system and it will require the receptionist to ask your more questions about your problem. Please be patient with us while this happens’. Mr Fionda suggested if we were to put a sign up that we need to take all the other posters down around reception as this will stand out to be a change.

**Telephone System**

Mr Sutherland asked how many phone calls receptionists get through on one shift. Chantelle advised that she was unable to give an answer as the telephones are constant throughout the whole of the receptionist shift and we do not have the facility to monitor as individual calls. Lynn reminded the PRG members that she had applied for some funding to help implement an upgraded telephone system, she explained to them that we have successfully gone through the first stage of that and it is looking quite promising that we will receive some funding. Lynn also explained that she and Chantelle have actually just watched a seminar that week about a new telephone system feature that would audit how many phone calls the receptionist team take, how many unanswered calls we have and when the busiest time periods are. She explained if we were able to get some funding to have a new telephone system we would advertise the figures in the waiting room and on social media as well as the practice website. She also explained that we are currently tied in to a basic telephone system where we have none of these features.

**Young Person’s Champion**

Lynn explained we are going ahead with the Young person’s scheme and have allocated Emma to be our lead. Emma has worked alongside with Dr Kerstin to contact school nurses but there has been no feedback as yet. Lynn has also asked St Josephs to advertise to 6th form students to join the PRG but as yet there has been no response. Emma has created a notice board in the waiting room for Young People with a picture of herself; in case there are any young people that would like to talk to someone confidentially but do not know who to talk to. The Practice felt Emma was a good choice for the Young person’s scheme; she has educated herself of the young people services and has a good knowledge of this now. Lynn and Emma will be putting a survey together to send to the Young People via post or email. Mr Harte asked what ages this would be available for. Lynn explained that other surgeries have done this in South Tyneside and aimed at the age category 16-24 year olds. Lynn has asked for Mrs Hetherington’s input into this and will email her with the details.

**DNA**

Lynn explained the numbers of missed appointments are increasing across the two practices. Mr Sutherland explained that he had received two DNA letters that were inappropriate. Lynn explained that might happen in error which would be a small minority. She explained the figures for the two surgeries last week were 76 for a week. Mr Harte suggested that if we are going to look at DNA we should do an audit to look at trends and see if we can find out from the patients the reasons they are not attending appointments. Lynn agreed we will look into this. Dr Joll mentioned that we do send text reminders out to people the day we book the appointment and the patient also gets one 48 hours before their appointment. Mr Harte thinks that the practice should do more investigating into the DNA’s and analyse the data. Mr Simpson suggests on the text message should have a reply option. Lynn explained unfortunately we cannot add a reply option as the text messaging is built into the clinical system with a generic message. Lynn explained that we have removed a few patients this year because of their failure to attend appointments. She also explained we do go through the procedure in which if you miss three appointments you will be asked to leave the surgery. Mr Fionda suggests that we have a sign up in the waiting area with number of patients who have been removed due to not attendance of appointments.

**Phone Line**

Mrs Hetherington explained that she has a couple of phone calls from the surgery trying to cancel appointments etc. She explained when ringing back that it goes to a different number. Lynn explained that this is because our phone lines are blocked from receiving calls when a receptionist rings from her extension, she also explained that this takes you to a switchboard in South Tyneside were all the numbers starting in 0191 283 go. Lynn explained that unfortunately due to the limitations on the phone system we cannot currently change this but reception or admin should be leaving a voicemail for the patient informing them to contact the surgery. Hopefully with the implementation of new telephone system lots of these issues would be resolved.

**Website Merge**

Lynn explained as soon as the contract ends on the two different website we are going to try and combine them into one; hopefully this will happen early next year.

**Dementia Walk**

We raised about £350 for Alzheimer’s society with our charity walk

Mr Simpson mentioned the Dementia Status for Hebburn releases on 25.11.16.

Lynn mentioned that Robyn is our lead for Dementia in both practices. Robyn is updating the signs and posters in the waiting room and helping signpost patients.

**CQC**

Lynn thanked Mr Harte and Mr Simpson for coming along to talk to the CQC inspectors. Overall the surgery got a rating of ‘Good’. The CQC inspectors were very happy with the PPG Members and had an action plan. The formal report has not yet been published.

**Sustainability and Transformation Plan**

A copy of the plan is on the CCG website.

Mr Martin will send an email to Lynn with the link of for the full copy.

**Actions**

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| **Action** | **Responsible** | **completed** |
| Add DNA tel number to DNA letters | CF |  |
| DNA audit | CF |  |
| Merge websites | LC |  |
| Notice waiting room re change to appt system | LC |  |
| Young person’s survey | LC/EA |  |

**Next meeting – Date and time to be confirmed.**