Minutes of Patients’ Forum Meeting

Monday 3rd September at 6.30pm

Harbourside Medical Practice Portishead

Present: FU; MC; JP; SR; PG; JW; JB; PM; DC (Chair); MT; EW (minutes); ED

Apologies: JL; AG; PC

David Campbell opened the meeting. He welcomed everyone and expressed thanks at the turnout.

Fire procedures were explained by FU.

The previous minutes were approved.

The cake sale for the 70th anniversary of the NHS, raised £162.53. It proved so popular it ran over two days. DC and FU thanked all those who had contributed to the event, either organising or baking. St Peter’s Hospice had also sent a letter of thanks. The letter has been displayed in the staff room at Harbourside.

North Somerset Patient Forum Meeting

DC recently attended the North Somerset Patients’ Forum Chairs meeting. There were a number of topics which had been discussed:

There were some concerns amongst the practices that when a GP; on Duty Doctor or the practice, needs to get hold of the patient, the calls are showing as a withheld number, resulting in patients not answering the calls and the appointments being wasted. Harbourside’s process was discussed. The previous telephone system, always withheld the number. Patients were informed of this by reception if they were due to receive a call back. The new telephone system always shows the generic 01275 868500 number.

It was also discussed that many patients over the age of 75 did not know that they had a named GP. Having a named GP does not prevent patients from seeing other doctors. PM questioned the need for having a named GP. It was explained that one is required to register with a practice. It is also necessary for correspondence to the practice. Patients may request a specific named GP, but an equal split of patients for each GP is desirable.

Recently several practices have merged. At the Chairs meeting they discussed the merger between Yatton/Congresbury; St Georges; Sunnyside; Riverbank Medical Practice and Langford Surgery. These practices have merged to become Mendip Vale. The pros and cons of merging were discussed. The positive point which comes from this is that there are more specialists available to see. On the negative side, it may mean further to travel for an appointment.

***Action: DC will circulate the minutes from the Patients’ Forum Chairs meeting.***

***Timeline : Before the next meeting.***

The need for, and importance of, a mission statement was discussed. DC had recently conducted some research with a practice in South Lewisham, London. DC will draw up a mission statement and bring this to the next meeting to present to the group. Although South Lewisham’s mission statement is quite long, PM commented that as long as the salient points are included, it need not be lengthy.

***Action DC to prepare.***

***Timeline: Before the next meeting***

Two newspaper articles were then discussed. ‘Having one GP halves chance of early death’; the other was ‘Seeing same GP will help older people’. These articles were discussed at length and it was agreed that in an ideal world everyone would see the same GP to allow for continuity. At many practices this is not always the case as some GP’s work part time, and therefore are not always available, nor do they have the capacity to see the same patients each time. The practice understands the frustration of having to explain the same problem each time, to give that doctor an overview.

The practice has recognised this and the partners be going to 15 minute appointments for all pre bookable appointments on a trial basis, which will start from October 2018. This will hopefully prevent the partners having to ask patients to return for a further appointment.

***POST MEETING NOTE: As a trial only the partners pre bookable appointments will be 15 minutes.***

As part of the locality the practice will be part of improved access. This means that within the locality there will be a practice which is open from 8am – 8pm every weekday. This is a trial which will be running from October 2018 till April 2019. If this is successful it will continue past April 2019. Harbourside’s extended hours will be on Monday evening until 8pm,; then the fourth Saturday of each month, from 9am to 12pm for both doctors and nurses.

With this scheme there will be no time shifting of clinics, and all additional opening hours will mean that there are additional appointments available.

Natasha Ward (GP Partner) has applied for a grant from The Health Foundation. The sum of £250,000 is available. If successful this could help the practice improve the continuity of care, by employing more GP’s. There are several stages to this application. Harbourside has successfully moved on to the second stage. DC asked if there is anything which the patient forum or patients could do to assist in obtaining this grant. Fran will look into this and report back.

***Action: FU to feed back on the above.***

***Timeline: Next meeting***

It was mentioned that since GDPR has been introduced this, patients have been contacted due to a problem for the online booking system. Patients have been asked to supply a different email address, from another member of the family/household.

***Action: FU will look in to a confidentiality agreement and see if it is possible for the online system to keep two of the same email addresses if all patients concerned, have consented.***

***Timeline: Next meeting.***

From the recent CQC report it wasreported that 63% of the practice’s patient use the online booking system.

The practice recently had its CQC inspection. The report is now available to view online and the link for this is <https://www.cqc.org.uk/location/1-552788830>. The practice maintained its rating of GOOD. There is one area under the ‘Needs improving’ section. This is under the category of Safe. When CQC arrived they found that some of the vaccination ‘fridges had been out of temperature range for the last week. This meant that immediate action had to be taken to ensure that all vaccinations given had been clinically safe. The following action points were taken place:

* All ‘fridges were serviced and calibrated
* An emergency meeting with the nursing staff took place
* Suppliers of the vaccines were contacted to check whether the vaccines would be safe, if they had been outside of the cool chain of 8°C.
* Data loggers, which scan the temperature of the fridge every 10 seconds, were ordered. These give a more accurate picture of the situation.

After contacting the public health team they assured the practice, the vaccines would have been clinically safe and that no action was needed to recall patients.

As of July 9 2018, the nurses’ clinics have changed. There is now a generalised nursing template rather than specific clinics for reception to use. This is working well and is creating a more flexible nurse system.

Patients’ access of the online system is being looked into. Patients at Waterfield Practice are able to send through BP readings etc to a nurse, and Harbourside is looking into this. This in turn makes appointments shorter, as part of the investigation has already been completed and received.

Harbourside would like to conduct another patient survey, this time looking at the questions which are most relevant to the patients. It is to be kept to a maximum of 10 questions, keeping the age and gender questions. FU would like to keep a question about the telephone system as when the last survey was carried out, the system was new. FU would also like to have a question regarding how patients find the online system.

It was felt a comments section at the end is a good idea.

***Action: MC to draw up the questionnaire.***

***Timeline: Next meeting***

DC explained that the patient forum group is of the same age range. Gordano School is to be contacted to see if students would like to attend the meetings and become more involved.

With a high number of young families on the practice’s patient list, it was felt it would be a good idea to get younger people involved.

***Action: DC to make contact***

***Timeline:***

FU asked for volunteers to attend the surgery during different times of the day, to complete the patient survey and also to discuss with patient about the patient forum group and the virtual group.

***Action: DC to create a hand out for the patient forum group and virtual group.***

***Timeline:***

The practice is in the process of setting up a Facebook and twitter account that to enable the practice to communicate with patients via social media.

***Action: EW to set a date with FU to go live with this.***

***POST MEETING NOTE – Our twitter account went live on the 5/9/18, our twitter handle is @HarboursideFam1***

From the last Patient survey we have identified 10 patients who would like to join a Virtual group.

It was agreed that the reception staff should choose the type of music to be used in the waiting area.

***Action: FU to discuss with reception and order CD’s.***

***Timeline: ASAP***

ED attended the meeting to update the group of this year’s ‘flu plan.

The Saturday morning ‘flu clinic was briefly discussed. Approximately 300- 400 patients are seen in a morning.

Previously members of the Patient Forum have helped at these clinics.

An email will be sent to the patient forum with the dates. It was agreed this year that we will have signs to be displayed offering assistance to anyone needing it.

***Action : PC to send e mail***

***Timeline : Already sent.***

Any Other Business

DC checked that everyone was happy for the name of the group to be changed officially from PPG to Patient Forum – everyone agreed.

It was mentioned that a patient had been waiting on the telephone for 15 minutes one lunch time to get through to the practice. It was discussed that the lunch times are usually a lot quieter in the surgery and a lot of meetings take place within the lunch hour. Staff levels are slightly lower during the lunch period, but it the practice will look at additional cover for telephones.

The waiting room chairs were also discussed and it was agreed that they are looking tired. The practice has been discussing replacement of the chairs and looking at the alternative options for chairs. All chairs must be in line with NHS guidelines. The practice has agreed that in the next round of refurbishment, chairs will be replaced

JP discussed some prescription issues which had been ongoing and that she had found that when a prescription had been rejected or refused, the patient was not being informed. It was suggested the new text messaging service may be a vehicle for this.

***Action: FU to get back to JP***

***Action completed.***

There is a new Practice Pharmacist who will be starting with us on the September 6 2018

Online access – it was mentioned during the patient survey section if we could have a question about online access. MT suggested that maybe the practice could hold training sections to help people with their online access to make sure that they are fully benefitting from the service.

The meeting closed at 7.30pm. ***The next meeting will be 12th November 2018 at 6.30pm***