

HIGH PARKS MEDICAL PRACTICE MINUTES OF A MEETING OF THE PATIENT GROUP

Date: 20th July 2023

Time: 1.30pm – 3.00pm

Place: Emmanuel Centre, Cliffe Woods

Present:

Dave Bowen	
Christine Cavender	
Jess Cross	Practice Manager
Jerry Doyle	Chair
Jenny Dunster	Secretary
Jill Fanner	Joint-Treasurer
Sandra Fenney	Joint-Treasurer
Dr Asser Ghozlan	GP Partner
Kath Gilbert	
Shivani Patel	Deputy Practice Manager
Pat Tomlinson	
David Townsend	
Claire Butler	Practice Co-ordinator

The meeting was quorate.

	Item	Action
1.	Apologies for Absence Received and accepted from Mike Cavender, Rita Horn, Kath Johnson, and Sue McDermid.	
2.	Notification of Any Other Business David – prescription collection	
3.	Declarations of Conflict of Interest None declared	
4.	Membership of the Patient Group (PG) No change a) Two patients had shown an interest but were unable to progress. b) Jerry notified members that he will not be standing for Chair at the AGM in October. Anyone wishing to stand for Chair or Vice-Chair should notify Jenny by 12 th October.	
5.	Minutes of Previous Meeting Minutes of 27 th April had previously been agreed as an accurate record by the Chair and the Practice Manager via email and have been posted on the Highparks' website.	
6.	Matters Arising and Action Points All actions had been completed or were on the agenda.	

It was noted that, in the main, patients are still unaware of the PG so more work needs to be done in this area.

7. Chair's Report

- The PG is becoming more effective in its role, as evidenced by the improved relationship between the practice and the group.
- It is also improving in its role as a link between the practice and the patient community in that social media posts have had an increased audience.

8. Report from the Practice

Members had received the report prior to the meeting.

Q: Wainscott surgery was closed one day last week, why?

A: IT problem

Staffing

- No change in the clinical team.
- The practice now has 15 staff in the Primary Care Network (PCN) team. They are funded by, and accountable to, the PCN and work proportionately (by patient numbers) across all three practices (Highparks, The Elms and St Werburgh).

(Dave arrived)

DNAs in April, May and June 2023 (down on March 2023 - 229)

	April 23	May 23	June 23
TOTAL:	127	144	121
<i>Breakdown</i>			
Nurse Consultation	62	71	48
Blood Tests	33	32	29
On the day GP consult	10	12	21
HCA Consult	6	9	4
Child Immunisations	2	5	-
Saturday Nurse or HCA consult	1	1	4
F2F Clinical Pharmacist consult	1	1	2
On the day for under 5 yrs or over 70's		2	1
Other	12	11	12

It was very concerning that there were 21 DNAs for on-the-day GP appointments but there is no definitive reason for this.

It was agreed that the above data should be publicised on the website and across social media.

(ACTION: JESS and DAVE)

Jess & Dave

Urine tests

- Once a patient has had a conversation with a clinician, they can drop off a sample at any of the 4 surgeries during opening hours. All patients must have this conversation even if they have a condition that requires regular tests so that the duty practitioner can process and follow-up the tests in a way that ensures maximum safety for the patients concerned.
- Highparks is operationally the same as other practices regarding urine tests.

Apex Summary

- It was agreed that this is a very informative summary and the PG would like to see it at every meeting.
(ACTION: JESS)
- It was agreed that the 49 wasted hours of practitioner time due to DNAs in June should be publicised on social media.
(ACTION: DAVE)

Jess

Dave

Appointments / eConsult

- Highparks has the highest volume of eConsult applications in the area. Patients are still using it for urgent appointments instead of ringing either the practice or 111 or attending A&E
- eConsult hours from 7.30 to 9am are being trialled in order to reduce numbers because the previous hours were impacting on GP workload and creating an unsafe environment for both patients and GPs.

Q: Can the practice make eConsult available for a couple of hours in an afternoon?

A: This wouldn't be possible as the morning session fills the number of appointments that the duty doctor can deal with whilst maintaining patient safety.

- The practice and PG will encourage patients to use eConsult only for non-urgent appointments.
(ACTION: JESS and DAVE)
- The NHS is currently doing a piece of work around the eConsult and results will be known at some point in the future.
- If a patient doesn't pick up a GP phone call as part of an eConsult, they are texted and rung on all other provided numbers.

Jess
Dave

Consultant letters/emails

- Once received these are robustly handled - uploaded daily onto DOCMAN10, filed onto patient records and a task sent to the clinicians to review/take appropriate action. One member of staff works full-time on this. Delays happen when consultant communications are held up at source.

Q: Why did a patient experience a 20-minute phone hold when the system had said they were first in the queue?

A: There have been several similar complaints but the company that manages the system says there is no problem. If this happens, patients should be advised to email the details to Jess so she can collect patients' evidence.

Website social media posts

Website staff are continuing training and are investigating allowing comments and responses. The practice feels it would sometimes be beneficial to be able to respond to patients' comments.

	<p>Q: Why is Cliffe Woods surgery no longer accepts sharps? A: This will be investigated. (ACTION: JESS)</p> <p>Complaints CONFIDENTIAL MINUTE</p> <p>STOP-THINK-CHOOSE This information has been published on the website and social media. It was agreed that it would be useful to have a poster displayed in the surgeries (entrance doors and reception areas). Jess said that the information is NHS generic and she'll check if a poster is available. (ACTION: JESS)</p> <p>General Update</p> <ul style="list-style-type: none"> • Surgery opening times will be changing at the end of the summer and new times will be widely publicised. <p>Staff Health and Welfare Staff welfare continues to be challenged with abuse from patients. The practice operates a zero-tolerance policy, warnings are given and, in extreme circumstances, patients may be de-registered from the practice.</p>	<p>Jess</p> <p>Jess</p>
<p>9.</p>	<p>Memory Cafe CONFIDENTIAL MINUTE</p> <p><i>(Dr Ghozlan left the meeting)</i></p>	
<p>10.</p>	<p>Any Other Business A question was raised about how soon after delivering a prescription to Cliffe pharmacy a patient could collect it. A patient had been given written notice from the pharmacy that the collection period is 5 working days. However, if a prescription was taken in on a Friday (the pharmacy closes at 2pm), the 5 days would not start until the following Monday so would not be ready for collection until the next Friday, a week after the prescription was delivered. The patient felt this was too long to wait. Jess said that 5 days is the maximum and prescriptions are often ready in 3 days. Priority prescriptions (eg antibiotics) are fast-tracked whereas routine prescriptions can take up to 5 days. Shiv will investigate the notification from the pharmacy. (ACTION: SHIV)</p>	<p>Shiv</p>
<p>11.</p>	<p>Confidentiality Items were identified.</p>	
<p>12.</p>	<p>Dates of Meetings, all at 1.30pm at the Emmanuel Centre</p> <ul style="list-style-type: none"> • Extra meeting - see Confidential minutes • Thursday 19th October (AGM) <p>(Proposed dates are subject to change)</p>	

Jerry thanked everyone for their attendance, apologised for the over-run and closed the meeting at 3.24pm.

Signed

Date.....