

MINUTES OF PATIENT GROUP MEETING
HELD ON WEDNESDAY 25 OCTOBER 2017

PRESENT: John Flinders (Chair)
Barry Wood
Rosita Dowdall
Victor Hall
Lesley Hall
Mary Shaw
Leslie Foster
Viv Palfreyman
Jane Wharton - (Practice Manager)
Mandy Hallam (Practice Administrator)

1. Welcome and apologies

Apologies Nigel Hallam
 Pauline Briggs
 Mary Vukajlovic
 Dr Adam Tooley

2. Minutes of the Meetings held on 26 July 2017

Accepted as a true and accurate record.

3. (a) Matters arising from Joint meeting

- i. **Vounteer patients at Medical Education Centre Derby** – Barry and his wife went along to the open day. They had their medical history taken and were told that they would be called in three or four times a year to be interviewed by trainee doctors. Mary also went to the open day. Leslie volunteered two years ago, but has not heard anything since.

(b) Matters arising from Park Surgery minutes

- i. **Update on contact with Heanor Gate School** – Viv contacted the school, but unfortunately the contacts she had have now moved on. She therefore asked to speak to the head of sixth form, but was put through to the staff common room. She was informed that they have lots of staff meetings with full agendas so may not be able to discuss in the near future. There may also be issues around safeguarding and health and safety (students coming alone at night time). They would get back to her. After hearing nothing Viv followed up with another phone call and had a similar discussion with another member of staff. She is going to pursue this with Aldercar as she has a contact there and it seems that they are interested. It is likely that a significant number of our patients attend sixth form there.
- ii **Update on flu clinics** – Jane reported that the flu clinic in September went very well. We carried out over 800 vaccinations. Mary and Viv ran the cake stall in aid of Macmillan and Barry assisted in pointing patients in the right direction. They agreed that the clinic ran well and was very calm despite the numbers of patients attending.

- iii **Update on date for dementia training for staff** – the training took place on Friday 29 September. All of the admin staff attended and we will be carrying out a practice audit shortly.

4. Update of planning meeting held 29th August

John, Barry and Jane met to put together the survey questions. All members had been provided with a copy of the survey.

5. Creation of a patient questionnaire

The GPs at the Practice were happy with the survey questions. John asked if members had any comments or concerns.

The survey will take place on week commencing Monday 15 January 2017. Jane informed the group that we have a Monday evening surgery that week. There will, therefore, be 11 sessions to cover. Viv agreed to do 3, Rosita as many as required, Mary agreed to do 2, Vic and Lesley 2. All agreed to let John have details of sessions they cannot do. He and Barry will sort out the rota nearer the time as we will have a better idea of patient numbers attending then. John will collate the information and Barry will do the pie charts, etc. They will work jointly on the reports.

It was not felt appropriate for the survey to be taken out of home visits as it focuses on the surgery itself.

Action – John and Barry.

6. Items from members

- i Rosita asked if uptake of flu vaccinations had improved this year. Jane confirmed that we have done more vaccines this year than at the same point last year. It has been difficult to predict in recent years because patients can attend the pharmacy for vaccinations. We had carried out 1000 before the end of September (in the past clinics did not start until October). It helps with numbers if we start vaccinating as early as possible.
- ii Mary asked about the shingles vaccination and queried the age ranges as she has not been offered one despite a younger friend of hers having one. Rosita has not been offered one either. Jane explained that the age ranges are specific. All of our patients eligible have been lettered in the past. This year's cohort have not been called yet, but will be shortly. She will let Mary and Rosita have more details for information.

Action - Jane

7. Items from Practice Manager

Jane informed the group of the outcome of the 2017 national patient survey. 109 patients took part.

What the practice does best; 96% say the last nurse they saw or spoke to was good at involving them in decisions about their care, 90% say the last appointment they got was

convenient, 99% say the last nurse they saw or spoke to was good at reating them with care and concern.

What the practice could improve; 39% of respondents usually wait 15 minutes or less after their appointment to be seen, 38% of respondents usually get to see or speak to their preferred GP, 64% of respondents find it easy to get through to this surgery by phone.

Jane has discussed the results with the GPs. It is difficult to solve the problems of waiting times as the GPs give patients the time they need. We have added catch up slots, but have to also deal with the demand. Patient education may help and we will be putting information on the waiting room screen. This may alleviate patient's frustration around waiting times.

Jane also visited local practices to compare workforce. We are currently trying to recruit an advance nurse practitioner to assist with the GP workload. We had no response to the first advert and are awaiting the closing date for the second. We are increasing admin staff hours and adding a call divert to the phones to enable patients to be put through to the correct department, ie straight to the secretaries,etc. We will have a dedicated member of staff dealing with medication queries.

Members reported that patient feedback during survey week is on the whole very positive. Rosita felt it had improved last year compared to the year before.

Discussion took place around patient demand. Members agreed that patient education around expectations is useful. Many ailments will resolve themselves without GP input. Jane spoke about the difficulties in recruiting clinical staff and the reluctance of doctors to go into general practice currently.

Jane asked that if members have any ideas or feedback around the issues raised in the survey to contact her.

8. Items from Dr Tooley

Nothing to report.

9. Any other business

Update on Heanor Hospital. Jane had been told that the District Nurses were moving in at the beginning of December. John reported that they are waiting for installation of an electric meter for the lift and this may hold things up.

10. Date and time of next meeting

Wednesday 21 February 2017 at 7 pm.