

## **PATIENT FORUM MEETING – WEDNESDAY 17<sup>TH</sup> FEBRUARY, 2016**

### **Present:**

LT – Chair

DB

Dr Meena Krishnamurthy (Senior Partner)

Mandy Lawrence (Practice Manager)

### **Welcome**

LT welcomed those present to the meeting – it was noted there were a number of absences.

### **Apologies**

TR

CM

SB

### **Correspondence**

None.

ML confirmed that she was forwarding items which she thought would be of interest to members, via email, in particular information received from the Clinical Commissioning Group (CCG) regarding PPI (Patient and Public Involvement) events.

### **Update from the previous meeting**

**John Scott Health Centre refurbishment update** – ML confirmed that no further work would be carried out by the contractor or the Estates Department and therefore the practice is having to pay for any outstanding remedial work required.

ML advised that no further details of the preventative plan of maintenance had been received from the Estates Department.

ML confirmed that the new patient check-in machine had been funded by the practice – there had been some initial problems as the information screen was slightly different to the previous one; however she advised that she had arranged for some amendments to be undertaken which appear to have resolved the problems.

**Electronic Prescription Service (EPS)** – ML advised that there had been some glitches with the system; particularly with “nominating” a pharmacy however she understood these would be resolved with the next upgrade.

**Telephones** – ML referred to an audit she had undertaken which helped to identify the pressure points during the day; unsurprisingly the highest number of calls are received between 8 and 9am and the busiest days are Mondays and Fridays. ML confirmed that the practice did have the highest concentration of staff available during these times and that this would continue to be monitored.

ML confirmed that the practice would still remain “closed” between 1 and 2pm each day; however this was regularly reviewed.

A lengthy discussion ensued in relation to the proposals for 7 day opening – the main concern was how this would be staffed.

### **Staff changes**

ML presented a breakdown of the practice staffing structure (see separate attachment to the email). ML explained that we also have GP Registrars who undertake their in-practice placements with us but who are not employed by the practice.

ML was asked to clarify the Full Time Equivalent (FTE) for the reception and admin staff.

*Post meeting note:*

*FTE for reception staff = 7.4*

*FTE for admin staff = 3.5*

MK explained the difference between a Partner and a Salaried GP:

Partners – are responsible for the management of the practice; they take a drawing and a share of the profits, if there are any. Their drawing is not secure ie. it can go down as well as up and may not be paid if the practice has, for example, a cash flow problem.

Salaried GP – their income is secure. They are involved in the clinical aspects of the practice but not the business side.

MK commented that there is a national debate about the future of partnerships and whether all GP's should become salaried.

ML advised of the following:

Dr Amy Short – will not be returning to the partnership following her maternity leave. It is intended to take on a Salaried GP rather than another Partner.

Dr Amy Alexander – will be joining the team shortly as a Salaried GP replacing Dr Short

Dr Mareeni Raymond – currently on maternity leave

Dr Krishnahanan Muthukumarasamy – has joined the team as a Locum Salaried GP to cover Dr Raymond's maternity leave

Dr Amatullah Hashi – a GP Registrar on a 6 month in practice placement until August 2016

Charlotte Sango – has joined the team as Assistant Practice Manager

Caroline Jackson (Practice Nurse) – has returned from long-term sick leave; she has reduced from full-time to part-time working

Lucie Carmea (Practice Nurse) – will be leaving at the beginning of June to take up a nursing post in Australia; she had reduced from full-time to part-time

A full-time post has been advertised to replace the hours in relation to the above nursing posts.

Michael Quilter – has joined the team as a Health Care Assistant

### **Chair – meeting on 18<sup>th</sup> May, 2016**

DB if no other volunteer.

### **AOB**

**Patient Facing Services** – ML explained that this is the “new name” for Patient Access and that currently patients can sign up for access to book GP appointments and request repeat prescriptions on line; the on line services will be extended from 1<sup>st</sup> April, 2016 to include access to their medical records in order to view immunisations, results, allergies/adverse reactions, medication, problems/diagnoses and coded information (but not attachments ie. letters). Further information will be made available via a practice newsletter and posted in the waiting room/on the practice website.

**E Health** – ML/MK are not aware of this; it is not a GP practice related service (? hospital)

**Date of next meeting – Wednesday 18<sup>th</sup> May, 2016**