

PATIENT FORUM MEETING – WEDNESDAY 21ST SEPTEMBER, 2016

Present:

DB – Chair

SB

GO

TR

LT

Dr Meena Krishnamurthy (Senior Partner)

Mandy Lawrence (Practice Manager)

Welcome

DB welcomed those present to the meeting and in particular new member GO.

A brief discussion ensued regarding those members who had not attended a meeting for some time. ML was asked to write to these members to ascertain if they still wanted to be involved. **Action ML**

Apologies

None.

Correspondence

The practice has received notification of a Care Quality Commission (CQC) visit on 5th October. MK provided details about the format of the visit and the Keys Line of Enquiry (KLOE) that would be used by the CQC inspection team. MK advised that the practice had already submitted the initial evidence requested by the CQC and that this would be used in addition to evidence sourced from other organisations.

Members were asked if they were able to attend for part of the visit – DB, SB and TR kindly agreed to do so. ML will confirm the arrangements in due course. **Action ML**

ML advised members she would forward a copy of the draft report when it is received.

ML confirmed that, in addition to forwarding items which she thought would be of interest to members via email, she had put a link to the Clinical Commissioning Group's (CCG) Patient and Public Involvement (PPI) newsletters on the website.

Update from the previous meeting

Telephones – members felt that the telephone system was good and appears to be working well; the general view was that there has been an improvement in relation to answering/dealing with calls. ML thanked members for their feedback and for the pressure they had exerted in order to resolve the historical problems experienced in relation to the old system.

Patient check-in – ML confirmed that the amendments discussed at the previous meeting had been completed and that she had subsequently monitored the use of the system by patients and all is now working well.

Electronic Prescription Service (EPS) – members felt that in general the system was good. LT highlighted a particular issue in relation to the non-issue of a prescription. ML confirmed that the reception staff are required to contact patients to advise them if prescriptions cannot be issued; she will follow this up with the reception team. **Action ML**

Staff changes

ML advised of the following:

Dr Oliver Rabin – a GP Registrar here on a 6 month in practice placement until February 2017

Dr Anisa Pathan – a GP Registrar here on a 12 month in practice placement until August 2017

Caroline Jackson (Practice Nurse) – did return briefly from long-term sick leave; however unfortunately she is now away again

Leticia Onyemaechi (Practice Nurse) – joined the practice as a full-time practice nurse in March; however she is now on maternity leave until May 2017

Linda Thomas – has joined the team as a Health Care Assistant

Adeola Olukosi – has joined the team as a Clinical Pharmacist. This is a pilot being run by NHSE; however there is an issue with indemnity cover which means Adeola is unable to see patients at present; it is hoped this will be resolved shortly.

The appointment of Charlotte Sango (Assistant Practice Manager) did not work out; some of her workload has been reallocated to senior members of the reception team.

MK advised that the recruitment of practice nurses was the biggest single problem facing practices and highlighted the issue with the nurse appointed to cover Leticia Onyemaechi's maternity leave as an example. MK confirmed that the practice is looking at every avenue possible to recruit nurses and has signed up with the GP Confederation for the practice nurse trainee scheme.

MK advised that the partners are only now able to meet for their annual planning/finance meeting; this is because delays in the practice receiving payments has meant the accounts for 2015/16 have only just been finalised.

On line access

ML provided an update on the practice's contractual requirement in relation to on line access. ML advised that uptake to date in relation to access to medical records had been poor; although she confirmed a number of patients have signed up for access to the on line booking and prescription services.

ML asked if any members would be willing to sign up so that we could test the system we have in place for dealing with these requests before we embark on a major publicity drive.

Chair – meeting on 16th November, 2016

GO – to be confirmed.

AOB

Virtual patient forum – a lengthy discussion ensued about how we could better engage members of this group. ML explained changes by the website provider now enable patients to sign up for the newsletter/surveys only rather than becoming forum members and that a number of patients signed up in this way. Following discussion members suggested the notes of the patient forum meetings be circulated to the virtual group as well as being put on the website in the hope that it would generate some interest. **Action ML**

Patient forum – a discussion ensued about the meetings following which it was agreed to keep them to quarterly meetings. Members suggested more prominent notices be displayed in the waiting area and that all staff were made aware/reminded about the forum in order that they can provide information to patients. **Action ML**

Date of next meeting – Wednesday 16th November, 2016