

MINUTES PRACTICE PARTICIPATION MEETING THURSDAY 4TH FEBRUARY 2020 AT SPRING HALL SURGERY

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| PRESENT: Dr Cleasby | PATIENTS PRESENT: CA | EB |
| Dr Jagota | MA | SY |
| Elaine Mitchell –Practice Manager | RJ | PF |
| Lisa Fawcett-Operations Manager | IO | MP |
| Seema Jagota-Patient Liasion Officer | AR | SR |
| | MM | |

Topics raised at the meeting were as follows:

Introduction: Members were welcomed and staff and patients introduced themselves. The agenda was distributed to everyone.

Merger: Dr Jagota and Dr Cleasby explained the reasons for the merger between Spring Hall Practice, Queens Road Surgery and Southowram (all now under the name of “Spring Hall Group Practice”): 1. Resilience: Recruiting new GPS is extremely difficult. The merger was necessary for all surgeries to be maintained and for patients to have access to clinicians. 2. Efficiency: Patients now have the choice of evening and weekend appointments, more clinicians and clinicians with different expertise. 3. Better Access: Patients have the choice of seeing doctors at different sites if they prefer or it is more convenient.

AR asked if patients would have to travel to different sites as this would be difficult for him. Dr Cleasby assured him he can still be seen at his preferred surgery and continuity of care with a particular doctor is encouraged.

Another query raised was requesting appointments in advance. The patients were concerned that if they had taken time off work or only had a particular time slot available, they wanted to see or speak to the doctor at that time. The doctors assured them they would try to accommodate all requests.

Patients also asked if they could speak to a particular doctor if requested. The doctors explained that they could not guarantee which doctor would be conducting telephone appointments as they cannot predict if a doctor would be occupied with other patients. However, due to the merger there are more doctors available and therefore an increase in appointments available.

ONLINE PRESCRIPTIONS

Patients were having difficulties with online ordering. The doctors assured them it was due to merging computer systems and would be rectified as soon as possible. Whilst the subject was raised, the doctors encouraged patients to use online services. The NHS app was also discussed which can be used to access records, make appointments and order prescriptions. Further to this, Elaine informed the group about “Engage Consult”. This is an online service where patients can have a two way conversation with the surgery. Eventually this will hopefully lead to video and Skype consultations. Further details can be found on the surgery website and in reception.

One patient asked why prescriptions could not be ordered over the telephone anymore. The doctors explained that amongst other reasons, prescription requests tie the telephone line which is needed for patients to make appointments which is the priority. There are now numerous ways for patients to put prescription requests in writing. The doctors also encouraged electronic prescriptions and repeat prescribing which means nominated pharmacies can dispense prescriptions for up to a year. This is also better for the environment as it means fewer prescriptions need to be printed. Dr Cleasby said he aims for the practice to be carbon neutral by 2030.

INCREDIBLE EDIBLES

Elaine spoke about the new initiative “Incredible Edibles” we are starting. It has already been set up successfully in other surgeries. It is a community project to encourage patients to come together to encourage interaction and improve our environment. It is held on a Saturday once a month in the Spring Hall Practice car park. Patients are to grow vegetables and fruit, pick up litter and cook together. This will help to alleviate loneliness, bring people together and encourage responsibility for our community. All are welcome.

PATIENT CHAMPIONS

Patient champions are a group of patients who can support different projects in our patient population. Patients who have an interest in a particular activity such as walking or knitting are encouraged to volunteer their skills to lead groups in our practice. For example, “Knit and natter”, walking groups, computer skills and healthy cooking skills. The aim is to bring patients together to improve relations in our community and give patients the opportunity to interact with others, learn new skills and help prevent loneliness and isolation. Volunteers need certain training and CRB checks. Further details are on the website and available in surgeries.

One of the patients present works for the Voluntary Society and said he can help facilitate the Patient Champions Project. His support was welcomed.

NEXT MEETING

The date of the next meeting is yet to be confirmed. All members were thanked for their attendance.