Minutes of the Patient Group Meeting held on Tuesday, 15 January 2019 11 am in Meeting Room 1, Clifton Cornerstone.

Present: Marilyn Brooks (Practice Manager) Dr C Collins (GP), Ruth Mitcheson (Practice Nurse), Geraldine Tarr (HCA) Patients – Mr J Williams, Miss T Priest, Mr & Mrs M Murden, Mr and Mrs Deaton, Mr T Fuller

Mr T Fuller	T	
Item	Discussion	Action
Introductions	Everyone introduced themselves and it was explained to patients that by signing the attendance sheet they agree to their name being on the minutes which may go to outside organisations and will be on the website. Apologies were received from Ms P Roberts	
Minutes of meeting	Matters arising from last time:	
held on 29 June 2018	Marilyn advised that whilst the telephone message had not been changed the music had been changed following	
	complaints. Regarding setting up another Mental Health Awareness session, we were waiting to hear if there were any staff available to run the sessions.	
	The Minutes were then agreed as a true record.	
Update since last meeting	Marilyn updated everyone on the following:	
J	GDPR - GDPR had now been implemented with privacy notices in reception and on the website and a new procedure put in place so that if solicitors requested records, usually they will be given to the patients themselves for them to pass onto the solicitor.	
	Recovery College – Dr Collins reported that a patient was acting as ambassador for the Recovery College which provided support and courses for patients with mental health problems.	
	Research – Marilyn advised that we were working in collaboration with Rivergreen to take part in research and in particular we were taking part in a diabetic research project later in the year.	
	Abusive patients – Marilyn reported that there had been 13 episodes of abuse towards staff since the last meeting.	
Appointment System	There was a discussion about how the new triage system was working. The suggestion of ticket numbers being given out was discussed but it was felt that this would cause difficulties with patients coming earlier and earlier for the session.	
	It was also reported that we were trying to make more appointments available on a Monday now that we have two GP registrars. Geraldine explained how many appointments are made available including pre-bookable appointments, but following a visit from the Nottingham City Commissioning Group it had been established that it was not capacity that was the issue but high demand.	
GP + appointments	Marilyn advised that GP+ (A service offering appointments to patients in the City Centre, in collaboration with the practice) were available for patients to book via Reception when our appointments have been filled. These were also available on Saturdays and Sundays. Ideas were sought on how to encourage our patients to attend there when our appointments have all gone. Marilyn reported that extra appointments had been put on at GP+ over the Christmas and New Year period.	

Staffing Changes	Marilyn reported that we had appointed a new salaried GP – Dr Tom Robinson – in September 2018 She also reported that Dr Taylor would be retiring in March	
	2019.	
GP TeamNet	Marilyn reported on a new tool that the practice was piloting in collaboration with the other two Clifton practices, called GP TeamNet. This was an internal computer tool that allowed us to share policies, pathways and contact information to help keep the practices up to date.	
Future Plans	Marilyn reported that we will be taking back the ordering or prescriptions from the pharmacists from 1 April 2019. This had been trialled elsewhere in the City and is working very well. Marilyn confirmed that vulnerable patients will still be able to have their prescriptions ordered by the pharmacy and delivered.	
	Dr Collins explained that it was good practice for patients to order themselves where possible as it helped to reduce waste and queries.	
	Recall Dates – Marilyn also advised that we would be moving all recalls to the month of a patient's birthday and do all recalls for that patient, where possible, at the same appointment so that it reduces the need for patients to attend for multiple appointments. This will also be happening from April 2019.	
	Marilyn pointed out that we are still working to meet increasing expectations within limited resources.	
	We are also trying to increase our carers register and to spread the word so that anyone who has a carer, or is cared for, could contact the practice and we can signpost them to appropriate support.	
	We are also continuing to promote on-line services.	
	Finally, in the future there are plans to have email and skype consultations, although information around this was limited at the present time.	
What can we do to improve	Marilyn asked the group on ideas they may have to improve the service.	
	The suggestion of a TV was made to deliver health messages. Marilyn advised that we were looking at the possibility of a screen on a totem.	
	Miss Priest asked about cryotherapy. Dr Collins explained that we no longer did it as the funding was no longer available.	
Development of the Group	It was still planned to try a virtual group once we have staff available to manage it.	
	It was suggested that we prepare a publicity campaign for the PPG to try to encourage new membership, as it was important for patients to be involved.	

Feedback from patients	Mr and Mrs Murden advised those present that they were Change Makers and how they help deliver health messages in relation to Cancer. They also do a slot on Radio Nottingham sometimes and will be doing some promotion around National Cancer week which is week commencing 4 Feb 2019. Mr and Mrs Murden said that volunteers are always wanted. Mr Deaton asked for clarification on the turnaround time for prescriptions. Dr Collins explained the procedure and that 48-hours should be allowed for the prescription to be processed. It was unusual for them to take longer unless there was a query.	
Any Other Business	Marilyn asked if they could feedback their experiences on NHS Choices or complete a Family and Friends questionnaire as feedback was important to the practice. Marilyn also mentioned that the practice was preparing for a possible CCQ visit and when they visit they would very much appreciate members of the group speaking to them on the day.	
Date of Next Meeting	To be arranged	Practice