## Minutes of the Patient Group Meeting held on Thursday 23 January 2020 11 am in Meeting Room 2, Clifton Cornerstone.

**Present:** Marilyn Brooks (Practice Manager) Dr C Collins (GP), Ruth Mitcheson (Practice Nurse), Debbie Murden (HCA) Fiona Shelley (Assistant Practice Manager) Lorca Russell (Social Prescriber) Patients – , Mr & Mrs M Murden, Mrs Deaton, Mrs Birkin, Mrs Broadhead, Mrs Winter, Mr Walker

Patients – , Mr & Mrs M	Murden, Mrs Deaton, Mrs Birkin, Mrs Broadhead, Mrs Winter, Mr Discussion	Action
Introductions	Everyone introduced themselves and it was explained to	Action
	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 T Priest, Mr P Deaton and	
Minutos of mosting	Ms K Dufty.	
Minutes of meeting held on	There appears to be an error with the date on the last meeting minutes which have been uploaded onto the website. This	
18 July 2019 and	has been corrected.	
Matters Arising		
0	We are in the process of an MMR (vaccination) mop up for all	
	those patients who may have missed their vaccination.	
	A member of the group informed the meeting that one private	
	children's nursery in Clifton was refusing children without a full	
	vaccination history.	
Update since last	Marilyn updated everyone on the following:-	
meeting	Manyn apaaloa ovoryono on the following.	
-	Extended hours working well with early appointments on	
	Wednesday mornings. Planning to extend this by an additional	
	hour in April 2020. GP, Nurse, HCA appointments available	
	from 7am on a Wednesday.	
	Social Prescriber now in post – Lorca Russell	
	Lorca gave a brief presentation of her role – she is here to	
	help isolated & lonely patients engage with support networks –	
	this is not medical support but social support. Matching	
	mentors with patients - some of these mentors are returned	
	professional people volunteering with local support groups.	
	Physiotherapist and paramedic to follow over the coming years	
	Research – 4 research projects were carried out in 2019 – our	
	first year of research.	
	,	
Appointment System	Feedback regarding new appointment system very positive.	
Appointment System	Family and Friends feedback last month was 100% would	
	recommend or likely to recommend.	
	GP+ appointments still available in the City.	
	Now have 2 GP Registrars and an FY2 doctor.	
	25% of appointments made available for on line booking - if	
	more than 1 problem patients are booking 2 slots on line for a	
	more detailed consultation.	
	Medication review appointments are available to book on line,	
	plus blood taking and some contraception appointments.	
	On line registrations currently 21.9%. Aiming to achieve 25% of the practice list of patients.	
	On line appointments are available to book 30 days in	
	advance, 2 days in advance and 7am on the day.	
	They only show on the system when they are available	
	and open to book. So it is worth checking every day as	
	more slots become available.	
CQC	We are due our 5-yearly visit which is scheduled for 25	
	February 2020	
	Looking for volunteers who are prepared to speak to CQC on	
	the day	
	-	

Telephone Changes       Reported at last meeting about having mobiles to free up landlines more. These are now in situ.         Still working on phone answering. Aiming to answer in 3 rings. Mary calls are now recorded to aim to cut down on the abusive behaviour that the reception staff experience         Staffing Changes       Dr Katherine Ward, new salariad GP stated August 2019 Dr Taylor providing some cover for us GP Assistant – Debie Murden to help GP with papervork and provide basic observations on patients prior to their appointment – this is a new role and Debbie is undergoing extensive training. New Pharmacist working with our nursing homes Lorce, new social prescriber         Challenges       Locked out of the building over the weekend (for a flu clinic) when usual security not on. New security person in place now on a Friday         Challenges       Locked out of the building over the weekend (for a flu clinic) when usual security patients are discussed at the weekly practice meeting.         Measies and Mumps outbreaks       Measies and Mumps outbreaks         Future Plans       Continue to develop research programme. NHF APP Improvements to EPS Continue to develop carers register to offer more support to carers. Promotion of Herbert Protocol with local agencies Different methods of consultation coming on line – email, Skype         What can we do to improve the service.       The Group asked for some more leaflets to be made available on the new appointment system and on line booking.         Development of the GP Follow Up Appointments - patients asking about GP's asking them to rebook in several weeks' time. GP appointments are available to book 30 days in advance. Sometimes the GP will rebook a pati			·
Dr Taylor providing some cover for us       GP Assistant - Debbie Murden to help GP with paperwork and provide basic observations on patients prior to their appointment — this is a new role and Debbie is undergoing extensive training.         New Pharmacist working with our nursing homes       Lorca, new social prescriber         Registrars - Dr Dolan and Dr Abbasi - both 12 month duration       FY2 doctor - Dr Valente -4 month duration         FY2 doctor - Dr Valente -4 month duration       Challenges         Locked out of the building over the weekend (for a flu clinic) when usual security not on. New security person in place now on a Friday         Continue to experience abuse although many of our phone calls are now being recorded and system in place to deal with offenders, in line with our 2ero Tolerance Policy. Aggressive/abusive patients are discussed at the weekly practice meeting.         Measles and Mumps outbreaks       Measles and Mumps outbreaks         Future Plans       Continue to develop research programme. NHS APP Improvements to EPS Continue to develop carers register to offer more support to carers Promotion of Herbert Protocol with local agencies Different methods of consultation coming on line – email, Skype         What can we do to improve       Marityn asked the group on ideas they may have to improve the service. The Group asked for some more leaflets to be made available on the new appointment system and on line booking.         Development of the Group       Increase numbers of patients attending and specific patient types e.g., those with dementia Volunteers required to chair and run the group.         Feedback from patients </th <th>Telephone Changes</th> <th>Iandlines more. These are now in situ.Still working on phone answering. Aiming to answer in 3 rings.Many calls are now recorded to aim to cut down on the</th> <th></th>	Telephone Changes	Iandlines more. These are now in situ.Still working on phone answering. Aiming to answer in 3 rings.Many calls are now recorded to aim to cut down on the	
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Any Other Pusiness	<ul> <li>The Group asked what constitutes an emergency to be booked into a 2pm slot – Dr Collins advised that this would be: a patient that was acutely unwell <ul> <li>a patient referred onto us from another clinician eg the community heart failure team or the Urgent Care Centre</li> <li>lumps/bumps</li> <li>Infections</li> <li>Pain</li> </ul> </li> <li>Emergencies would be classed as anyone with chest pain, breathlessness or concerns about infections, however, if patients think they have Sepsis, or are having a heart attack or stroke then they need to phone 999.</li> <li>The Group asked for antibacterial hand wash to be made available on the reception desk – It was reported that this is already available but it may have been removed overnight and not replaced in the morning. Hand wash is always available so please ask if not visible on the front desk.</li> <li>The Group asked for an explanation on the on line booking process. Please present to the front desk with 2 forms of ID (one of which must be photographic) a consent form needs to be signed and then a password and user name are then generated by the Practice computer system to enable the patient to log on and use the on line system. Please ask reception staff for help to take this forward.</li> <li>The Group advised that Medication Review dates are not being passed on by pharmacies. Dr Collins encouraged patients to take responsibility for their own medication – whilst we would never refuse medication it could be reduced until a medication review is undertaken especially if a review is very overdue.</li> </ul>	
Any Other Business	Practice Nurse, Ruth, advised the group that she will shortly be starting a group meeting to discuss diabetes and pre- diabetes – more details to follow during the year.	Practice