



FRIENDS OF LISTER – Patient Group Meeting

MINUTES

3rd April 2023 – 3pm-4pm

Lister Medical Centre – Board Room

Attendees:

Patients:

Marie-Luise Heinecke

Lin Merrell

Deirdre MacDonald

Kathleen Perry

John Frazer

Jean Paffett

Jacqueline Berry

Monya Strowman

Apologies:

Practice:

KC – Karen Cakmak (Practice Manager)

PS – Paula Stubbs (Assistant Practice Manager)

CF – Dr Cyrus Fernandes (GP Partner)

BL – Becky Laver (Admin Assistant)

Item for discussion

1. Welcome and apologies

Dr Cyrus welcomed our Friends to the group and expressed Listers gratitude to the growing group for their investment and time.

2. CQC Update on new rating

KC sent an update to the group regarding the recent CQC report via Marie-Luise. The practice is now rated as Requires Improvement across the board which is a step up overall from the previous Special Measures rating.

The caring domain was previously Good but had been lowered to Requires Improvement in line with the rest of the report and relates back to the patient survey, which came out in July, and the access. The CQC report has now been published.

All staff are continuing to work towards improving the levels required to meet the standards to reach Good before the next visit. The practice needs to provide a report to CQC on or before 19th April 2023 to let them know how things are progressing, however, the date of the next visit is still to be confirmed.

KC expressed that the last inspection was a more positive experience than the first inspection and it is clear that everybody wants to do the best for the patients, staff and the practice.

Dr Cyrus reported that CQC did share with the practice after the first inspection that it would be very rare for the rating to go straight from Special Measures to Good so the practice was prepared for the Requires Improvement rating. This can be a little frustrating as some of the practices put into place would have ordinarily been rated as Good. Hopefully next time this will be reflected.

3. Access

Dr Cyrus explained that the practice still offers a personal list system to try to offer an appointment with own GP, which a lot of other practices no longer offer, however, the practice are struggling to recruit clinicians.

Dr Cyrus explained about the telephone appointments and face to face appointments: Patients have an initial telephone consultation with a clinician and then the clinician can make the clinical judgement as to whether the patient needs to come in for to face to face consultation or not. Some doctors are having dedicated face to face clinics on certain days. Telephone appointments and face to face appointments are both valuable consultations and both are available.

Dr Cyrus explained that the appointment ledgers are put on three weeks in advance. The average wait time nationally is three and a half weeks. If a doctor is off sick or if there is a change to the appointment system that needs to be implemented in a short space of time then three weeks is a reasonable amount of time to facilitate this.

KC shared that the call back system for the phones has had positive feedback. Access is the main area of complaint at the moment, but the practice is working hard on recruitment of clinicians to try to help with the wait times for appointments.

4. Website – could this be improved?

Dr Cyrus asked if there was anything missing from the website which would enable patients to obtain information needed without the need to call the practice.

Jacqueline expressed that it would be helpful if the results of blood test could be accessed online. KC shared that the NHS app shows the results whether normal or not normal.

Kathleen shared that she has looked at the website since the last meeting and it shows that you can book an appointment online, but this doesn't work – Dr Cyrus explained that the facility hasn't been put back on yet as the system doesn't differentiate between different types of appointments and the lengths of appointments so needs to be investigated before being reinstated.

Kathleen shared that she didn't feel that the website was very personal and that there was no information about the people that work at the surgery. KC suggested that some personal messages could be added, including a welcome message. Dr Cyrus suggested that once a draft has been put together it can be shared with the group before being published.

KC shared that some of the doctors have been using AccuRx links for specific appointment types. This enables them to text a patient with a link that takes you through to a booking page where the patient can then book a convenient time – this will be rolled out over time. Dr Cyrus shared that AccuRx can also be used to send text messages to patients and can be used for video calls which is proving useful.

Kathleen said that she isn't aware of the email address to send information through to the doctor. KC shared the email address but explained that it is used for non-clerical issues only, not emergencies or clinical requests.

5. Development of the Patient Group

KC shared that previously the Patient Group had been more formal and asked if anyone would like to go back to that model.

John shared that he sees the group as a critical friend for the practice as well as a support and feels this has been a very useful meeting and helpful to have Dr Cyrus present. John feels that the way the meeting is set up now is more helpful.

The group agreed that this structure for the meeting is more beneficial and offered to fund raise if a specific piece of equipment is needed.

PS suggested that a board in reception become designated for Friends of Lister so more patients may become aware of the group.

6. AOB

Dr Cyrus asked for the group to pass on that if the hospital recommend a prescription, please ask the hospital or original consultant to issue the first prescription. Once the prescription has been done initially from the original consultation then the doctors can carry this on. The same for Med3 where the first two weeks certificate should be done by the hospitals or original consultant and then the doctors can carry it on if necessary.

Marie-Luise shared the comments made on Next Door website regarding the practice with Dr Cyrus.

Date of next meeting: 5th June 2023 at 3:15pm