



**FRIENDS OF LISTER – Patient Group Meeting
MINUTES**

**4th September 2023 – 3:15pm-4:15pm
Lister Medical Centre – Board Room**

Attendees:

Patients:

Lillian Merrell
John Frazer
Jaqueline Berry
Jean Paffett
Carol Reid
Marie-Luise Heinecke
Kathleen Perry

Apologies:

Deirdre McDonald
Jeanne Pugh
Moyna Strowman

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

Karen welcomed our Friends to the group and thanked them for their attendance.

Marie-Luise gave apologies from the Friends that were unable to attend the meeting.

2. Website

The group discussed the practice website.

The Friends feel that it needs to be more personalised, suggesting photographs of the staff members along with descriptions of their roles.

CF asked the Friends to have a look at the website and see if they feel that it is useable and gives enough information to the public.

CF suggested that the Friends send their feedback through to BL (rebecca.laver@nhs.net). The practice will also ask the ICB for their feedback to then use all the information gathered to help to update the website.

3. Total Triage – new appointments system

CF explained that it is an NHS initiative to look into Total Triage / Digital Triage and that for the practice it is to manage the demand better.

The triage working party is still meeting on a weekly basis to work out how this can be best delivered.

It was discussed at the last meeting that the patient triage form would be brought along to this meeting for the Friends to look at but, unfortunately, this is not ready yet.

CF explained that the next couple of months are a busy time for the surgery with flu and covid vaccines being rolled out. This may delay the launch of the total triage system. The triage system would be a huge change for both the staff and the patients so not something that can be taken lightly.

The Friends agreed that there are so many variables that it may be more beneficial to start it at a quieter time.

CF explained that the surgery is still in the early stages of the developing the triage system and the Friends will be kept updated on the progress at the meetings.

The Friends said that they would be happy to help with the planning to give a patient's perspective.

4. Health Inequalities Workshop

KC shared the details of an email she has received from The Patients Association regarding a Health Inequalities Workshop: Supporting Patient Participation Groups in tackling health inequalities.

This workshop is taking place online, via Zoom, on Monday 25 September 2023 2-3pm.

The details were given to the interested members of the group.

5. A.O.B.

CF gave a recruitment update to the group. All posts mentioned at the last meeting have been fulfilled or are in the final stages of the recruitment.

CQC was discussed. CF explained that, as he understands it, the next CQC inspection for Lister is likely to be February, if not sooner. He explained that the CQC have changed the format for the inspections, they used to be face to face, but they are trying to do them virtually now as well. The practice will be asking the ICB to do a mock inspection towards the end of the year in preparation for the real inspection.

The group discussed the appointment process and timings for documents to be received from the hospital.

CF explained that if a patient is seen at the hospital, the consultation needs to be typed by the hospital before it can be sent to the GP. Once the document is received at the surgery it then needs to be scanned onto the patients notes. The surgery receives, on average, 1000 documents to be scanned per week. The whole process can take a couple of weeks.

CF explained that the surgery operates a personal list for the patients, which can be difficult to maintain. If a patient needs an urgent appointment, they wouldn't necessarily see their own GP but for all routine appointments they should be able to. Certain factors mean that the doctors are not available to carry out routine appointments every day. Aside from not working every day, an emergency GP needs to be allocated out of the Partners along with supervising students. These

additional responsibilities take time away from the doctors being able to carry out routine appointments.

KC told the Friends that staffing is currently stable with a lot of work being put into staff retention since the last CQC inspection.

ML shared with the group a positive report on Virtual Hospitals from the internet. ML gave this out to be read after the meeting. CF explained to the group that if a patient is put under the care of the Virtual Hospital this means that although the management and medications are overseen by hospital specialists, the patients are able to stay at home and not have to be admitted to hospital.

One of the Friends suggested a Surgery Newsletter. PS explained that there are champion boards around the waiting room which give a lot of information to the patients regarding helpline numbers for various categories.

Date of next meeting: 2nd October 2023 at 3:15pm