



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

### **MINUTES**

**5<sup>th</sup> June 2023 – 3:15pm-4:15pm**

**Lister Medical Centre – Board Room**

#### **Attendees:**

##### **Patients:**

Jeanne Pugh  
Kathleen Perry  
Marie-Luise Heinecke  
Jacqueline Berry  
Jean Paffett  
Moyna Strowman  
Lin Merrell

#### **Apologies:**

Paula Stubbs – Assistant Practice Manager  
Deirdre MacDonald  
John Frazer

#### **Practice:**

KC – Karen Cakmak (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.

Apologies from Paula, Assistant Practice Manager, who is on annual leave this week.

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

Karen shared that she has asked staff members to encourage patients to join the Friends group.

### **2. CQC Update on new rating**

Dr Cyrus shared with the Friends that since the last inspection the Practice has been trying to focus on the areas where improvements are required.

Staffing levels throughout the practice has been looked into. Currently the most vacancies are within the clinical team. We are seeking a salaried GP, a Nurse, and a Clinical Pharmacist at present. All vacancies are out to advert.

Dr Cyrus explained that there is always a challenge when staff members leave or drop hours. The demands on each job role across the practice have grown. In an ideal world we would have salaried GPs at the practice but would currently be happy to take Locums.

KC shared with the group that all of our receptionists have training in sign posting so they can direct the patient to the right person for the specific concern.

Dr Cyrus discussed that standing items that need to be fed back to CQC are workforce and sustainability, along with looking at complaints and tackling them in a timely manner. The average waiting time across the country is 3-4 weeks to get an appointment with own GP. There has been a lot of discussion across the team regarding appointments and own GP system – finding the right balance is hard and it is difficult to know the right way forward. The team are currently discussing using a triage system where one GP is available to triage for all the appointments.

The group shared their feelings on having an own GP list. One patient said that she prefers to see her own GP as they know her history and her family. A different patient said that although she has not seen her own GP, the GPs she has seen have all resolved her problems.

Dr Cyrus said that the patient lists for each doctor are growing which means that some patients on their lists are not known to them. KC shared that the new doctors are made aware of where to find the relevant information for the patients that they do not necessarily know.

The Friends asked how many of the doctors at the practice work full time (8 sessions per week). Dr Cyrus informed the group that currently there is only one full time doctor at the practice. Dr Cyrus also explained that although he himself is a 6 session doctor, so not classed as full time, he still has to do the admin side of the job when he is not in the surgery working.

Dr Cyrus's opinion on only being able to discuss one problem at an appointment was asked. Dr Cyrus explained that ideally the patients would not arrive to an appointment needing to discuss more than one concern but if they did it would depend on the nature of the concerns. He would firstly want to establish if the problems were linked. If the patient needed another appointment to discuss a different issue, he would make the appointment for them whilst they are with him. Dr Cyrus expressed that it was at the doctor's discretion as to whether they would discuss more than one issue in one appointment as only the doctor themselves would be aware of how much they can get through.

It was asked if the date of the next inspection had been confirmed. KC shared that the report had been submitted on 19<sup>th</sup> April 2023 but no date for the next inspection has been arranged yet. KC shared that there are still regular meetings with CQC but these are not as frequent as they used to be.

Dr Cyrus told the group that at the last meeting the practice requested a mock CQC inspection so we can be prepared for the next inspection. We are waiting for a date for a mock.

### **3. Access / Appointments**

Covered by the above

### **4. Tele-Medicare (Marie-Luise)**

Marie-Luise shared her thoughts on Tele-Medicare (see attached).

KC thanked Marie-Luise for sharing her thoughts. KC also shared that some feedback received is that telephone appointments for a portion of our patients are convenient, especially if patients are working. There are, of course, some things that doctors do need to see a patient face to face for but also some things that they do not. Telephone appointments can give more patient availability.

## **5. AOB**

KC shared that she has been asked to present at a system wide ICB meeting this month. This is to present the work we have done on process mapping, quality improvement, working through certain processes, data entry, prescribing, and how we've taken it on board by using the systems taught by the ICB and NHS England. KC will be presenting this as a good news story that Lister has taken on board this continuous improvement. We have learnt how to do the process mapping which means we can apply it to other areas across the practice. This has given us a lot of confidence.

One of the Friends shared that on two occasions she has called the surgery she has been cut off when she has got to number one in the queue. BL said that they haven't had any recent complaints regarding the telephone system recently, but we will look into this.

It was asked if the surgery would consider doing the ticket system again in reception. KC explained that it has not been reintroduced since reopening after the pandemic but has been discussed recently, although reception staff feel like it doesn't always work how it should as some patients take too many tickets.

KC spoke about our practice volunteer Kitty. Kitty shows patients how to use the touch screens, sends patients in the right direction and triages the reception queue if needed. Kitty is very valued at the practice. Kitty does 3 days a week so KC asked the Friends if they would know anyone that would be interesting in volunteering when Kitty isn't available to let her know.

One of the Friends queried whether the touch screens in reception have changed. This will be looked into, and an update will be given at the next meeting.

**Date of next meeting:** 7<sup>th</sup> August 2023 at 3:15pm