



**FRIENDS OF LISTER – Patient Group Meeting  
MINUTES  
13<sup>th</sup> February 2023 – 3pm-4pm  
Lister Medical Centre – Board Room**

**Attendees:**

**Patients:**

Marie-Luise Heinecke  
Lin Merrell  
Deirdre MacDonald  
Jean Pugh  
Kathleen Perry

**Apologies:**

**Practice:**

KC – Karen Cakmak (Practice Manager)  
PS – Paula Stubbs (Assistant Practice Manager)  
JS – Dr Jey Selvarajah (GP Partner)  
CF – Dr Cyrus Fernandes (GP Partner)

ITEM FOR DISCUSSION

**1. Welcome and apologies**

KC welcomed our Friends to the group. Some members had not known about the meeting until earlier today – this was noted for future communications.

**2. Feedback following the reinspection by CQC on 12<sup>th</sup> January**

KC updated the group that we had not yet had the final 'draft' report from CQC yet. This had been queried with CQC but the practice was advised that the document needs to go through various levels of scrutiny before being able to issue this.

Dr Jey updated the group on the CQC visit. He felt that this had been quite positive and they had highlighted the good work done so far. Management team was praised for their hard work and input into the improvements. Dr Jey acknowledged that it had been a difficult time for all concerned but that the practice had worked closely with the CQC and ICB. The practice feels that we are now moving onwards and upwards and acknowledged the need to get this message across.

The practice has been involved with a number of other projects relating to the practice and PCN. We were involved in a lung health initiative (portacabin in the grounds of Lister) and this had been a pilot scheme for the screening service. We are hoping for this to continue again around 1<sup>st</sup> March.

Within the PCN area we were hosting and facilitating a respiratory hub which started out in response to the Strep A threat. This had now been widened and practices can refer into this clinic for acute respiratory symptoms. Stellar Healthcare also use the area for extended access appointments during evenings and weekends.

Dr Jey outlined new diagnostics coming up e.g. swallow a tablet with a string attached which takes a biopsy to check for abnormal cells. This is a new initiative which we may be taking part in.

We are also working on the backlog of smear appointments and utilising a new booking process which enables us to send a link to the patient who can then self-book (rather than having to call in). This has been working well and we are continuing to use locum nurses to provide this service as needed.

We are also looking at being involved in asthma/spirometry initiatives – these are currently at the funding stages.

Paula updated on recruitment at the practice.

- Reception team – almost fully staffed with only 2 vacancies left to fill
- Nurse had started and was in training as a practice nurse (previously worked in the community).
- MSK specialist was leaving to back to his previous Trust but a new recruit was being sought
- Vacancies in data entry and repeat prescribing for which interviews were ongoing.
- A previous member of data entry had moved across into IT
- An administrative assistant has been recruited to support the management team – to start soon.

**Other updates:**

- Call system had received an upgrade in late December and this seems to be working well.
- Good feedback for reception team
- Drop in number of complaints particularly telephone complaints
- All urgent on the day appointments are now face to face. The GPs are also providing dates to the reception team of clinics where they will be offering face to face appointments with their patients, once a week/fortnight.

**-Communications**

Dr Cyrus advised that we were looking at communications in general across the practice and how we can reach out to our patients. The website is one area we can look at and asked if the patient group would review the website and feed back to us next time. All agreed.

**3. AOB**

Feedback from the patient group regarding the reception team was very positive and expressed how helpful and accommodating they are. This will be fed back to them.

Generally, the callback function which has now been installed is very helpful.

**Date of next meeting:** 3<sup>rd</sup> April 2022 at 3pm