

**FRIENDS OF LISTER – Patient Group Meeting**

**MINUTES**

**2nd October 2023 – 3:15pm-4:15pm**

**Lister Medical Centre – Board Room**

**Attendees: Apologies:**

**Patients:** Deirdre Mcdonald

Moyna Strowman Carol Reid

Lillian Merrell

Jeanne Pugh

Tom Mackin

John Frazer

Kathleen Perry

Marie-Luise Heinecke

Jaqueline Berry

Jean Paffett

Anne Phillips

Jan Mackin

**Practice:**

KC – Karen Cakmak (Practice Manager)

PS – Paula Stubbs – Assistant Practice Manager

CF – Dr Cyrus Fernandes (GP Partner)

BL – Becky Laver (Admin Assistant)

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| 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. |
| 1. **Total Triage model – discussion and demo of online tool**   Dr Cyrus spoke to the group about Total Triage. He explained that the Practice Partners have decided to trial the Total Triage in November. The surgery will be keeping the current pathways in place whilst trialling the new system.  Jake, the practice IT assistant, joined the group to demonstrate to the Friends the online tool kit that will be used for the Total Triage system.  Jake explained that there will be a link on the Lister Medical Centre website that patients will use to raise an enquiry. The link then takes the patients through a series of questions before asking for the patients details.  One of the Friends asked about patients who would not be able to gain access or use the online service. Jake reassured them that there will still be receptionists answering the phones and, in the surgery, to help those who may not be able to do it themselves.  Another Friend asked about the time scales for replies or appointments. Dr Cyrus explained that until the system is up and running, we are unsure of numbers and time scales just yet.  It was asked by one of the Friends how the new system is being communicated to the patients. Dr Cyrus explained that patients are being told about it in various ways – through the PPG, on the website and posters in the waiting room. Accurx messages may be sent out to all patients nearer the time and possible a message may be added to prescriptions. Karen shared that one of the other practices have a video in their waiting room, which is also a possibility.  Dr Cyrus reassured the Friends that the existing systems will be kept in place until Total Triage is fully established and explained that the working party will continue to meet after the launch of the new system.  Launch day for the trial is 7th November 2023.  The Friends were asked to bring any feedback they may have from using the new system to the next meeting. |
| 1. **Website – update from Friends**   Jake updated the group on the changes that he has recently made to the website. Jake explained that the nursing teams names have been added and he is hoping to add some personal information about staff members, but this is up to the individuals. Jake told the Friends about the new online registration that has been added to the website. This is so that patients can register at the Practice online. Jake has added the minutes of all the PPG meetings and future meetings will also be added. Jake explained that the appointment information used to say that the patients could consult with the doctor online so this has been removed and will be replaced once we have moved over to Total Triage. The advice to ring 111 was at the top of the appointments page so this has been moved around.  One of the Friends asked about the catchment area. Karen explained that historically the larger area was added to a document. The practice has been advised not to change this for now but will be investigated again at a later date. |
| 1. **ICB / CQC update**   Karen updated the group on The ICB and CQC.  Karen feels that the ICB are supportive and collaborative. Karen explained that the ICB commission our service and at the last meeting the practice received good feedback, especially around the QOF targets (Quality Outcomes Framework) where the practice is currently above average in the ICB for this. All our new processes have all been embedded well.  Karen shared with the group that the practice has asked for a mock visit, where the ICB will carry out a visit and pretend to be a CQC inspector (in a supportive role not in an overseeing role).    Dr Cyrus shared that he feels that the processes that have been put in place since the last inspection have been embedded well. The concern is mainly on patient feedback. It is felt that patients only tend to respond to surveys and questionnaires if they are unhappy with something. Dr Cyrus explained that the national survey doesn’t suit a GP practice like Lister House that has an own GP list, but unfortunately there is nothing that can be done about that. |
| 1. **Agenda items and production going forward**   Karen spoke to the group about the agendas for the meetings. The Friends have asked for the agenda to be sent out ahead of the meetings. Karen reassured the group that we will try to send the agenda at least one week ahead of the meetings.  If any of the group have anything they wish to put forward for the agenda, they were asked to email Becky - [Rebecca.laver@nhs.net](mailto:Rebecca.laver@nhs.net)  It was agreed by the group to have the next meeting after the launch of Total Triage so that the Friends can bring their feedback.  Dr Cyrus thanked the Friends for their ongoing support to the meetings and to the practice. |
| **Date of next meeting**: 4th December 2023 at 3:15pm |