

**FRIENDS OF LISTER – Patient Group Meeting**

**MINUTES**

**4th December 2023 – 3:15pm-4:30pm**

**Lister Medical Centre – Board Room**

**Attendees: Apologies:**

**Patients:**

Moyna Strowman Deirdre McDonald

Carol Reid Jeanne Pugh

Marie-Luise Heinecke Jaquay Berry

Lillian Merrell

Anne Phillips

Marilyn Green

Kathleen Perry

Mike Walker

Tom Mackin

Jan Mackin

John Frazer

Jean Paffett

Mary Frolich

Margaret Todd

Brenda Sparks

Jim Mindham

Hilary Moules

Michael Moules

Ian Fletcher

**Practice:**

KC – Karen Cakmak (Practice Manager)

PS – Paula Stubbs – Assistant Practice Manager

CF – Dr Cyrus Fernandes (GP Partner)

JS – Dr Jey Selvarajah (GP Partner)

AD – Dr Anusha Durairatnam (GP Partner)

FAS – Dr Faisal Sattar (GP Partner)

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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.  There was no fixed agenda for today’s meeting due to the fact that it was a Christmas meeting and the topic for discussion had been dedicated to feedback on the Total Triage system which was launched in November (see below).  Several GP partners joined the meeting, some to attend the meeting in its entirety and others popped in on their way to their clinic, to wish the group a happy Christmas.  **Christmas meeting – Minch pies and drinks were served** |
| 1. **Total Triage model – update following launch on 14th November 2023**   As per previous meeting, the Friends were asked to bring any feedback they may have from using the new system to the next meeting.  The feedback was mixed with positive and negative comments, e.g.:  *-patients were finding it hard to get through on the online form as it is often ‘paused’.*  The doctors explained that this has to happen in order to essentially catch up with the demand and to ensure that the available appointments are utilised effectively.  *-patients worried about older patients who were possibly unable to master or access the technology to complete the online form*  Doctors advised that receptionists are able to complete the form on behalf of those patients either in person or over the phone. Patients can also seek help from their family members or friends if these are available.  *-some patients felt that the personal touch had gone as previously many years ago doctors were more accessible*  The practice said that sadly in some cases the world is a different place now and technology has changed a lot of things. NHS England have asked for these changes to be implemented so that practices can keep up with the demand which is now unprecedented  *-some patients had had a good experience of using the form and had been allocated an appointment on the same day (sometimes within a couple of hours of the form being submitted).*  Doctors and reception triage team are working hard to ensure that patients with the most need are prioritised and booked in with the most relevant clinician or signposted/given advice, which frees up appointments also.  *-patients asked if the accuRx form can be changed at all so that it would be easier to complete and provide further information*  Currently at the moment accuRx do not allow any changes to be made – this is something that has been rolled out across the board. Different functionality may be able to applied at a later date.  General discussion regarding the new triage system (pros and con).  Patients also said that attending the meeting had been very beneficial and had given a different perspective to the challenges that the practice faces.  The PM said that general practice tends to do most of the NHS work (90%) for only a small amount of the overall budget (10%). This has not really changed for many years and often we are expected to pick up issues with secondary care (e.g. chasing appointments for patients on a hospital waiting list) which are really not within our remit. Often our secretaries and other staff go above and beyond in trying to help patients but that ideally there would be more funding to support us with these tasks.  Patients generally expressed a willingness to support the new system and could see that the practice has to move forward, as per directives from above. |
| **Other updates**  The practice has recruited a further two new part time salaried doctors and they will also hold a reduced allocated list of patients. The practice continues to employ locum doctors as needed to fill any gaps in the service (one of our salaried GPs is on maternity leave) and also using locum nurses to provide the necessary service for patients.  We have also recruited an ECP (emergency care practitioner) who is junior but is soon to commence a prescribing course and she has settled in very well.  The practice is looking to recruit a further ANP (advanced nurse practitioner) and we hope that she will be able to start in January or February 2024, all being well. Lana our usual ANP is continuing to work with us on a long term locum basis.  Reception team has been low in numbers due to long term sickness and some members leaving. This is being addressed and new members of staff have been recruited into the team. It will take another month or so to get the team back to being fully recruited into.  Becky (admin assistant) has now left and we are looking to fill the role as soon as possible. |
| **Merry Christmas and Happy New Year to all from Lister Medical Centre** |
| **Date of next meeting**: 5th February 2024 at 3:15pm |