Minutes of a meeting held on Thursday 22nd February 2024 at the Church Hall, Garfield Road.

In attendance:

Jon Matthews (Manager, surgery) Dr Fox (Partner, surgery) Simon Johnson (Chairman)

Lorraine Rideout (Nurse practitioner, surgery) Graham Driver Roger Merry

Janet McNeil Karin Wales Alice Johnson (Minutes)

The minutes of the previous meeting (September 21st 2023) were accepted by the group as a fair and accurate account of the meeting; it was then agreed that the agenda for this meeting could be re-ordered to allow Lorraine to speak first.

Guest Speaker

Lorraine Rideout was introduced to the group, attending to speak and answer questions about her role as Nurse Practitioner at the surgery. Lorraine has been a Nurse since her degree in 1989, and spoke very informatively about the role of a N.P within the surgery. Although she is not a G.P. her work, alongside her colleague Jane Fairbrother involves a variety of things, including prescribing,and referrals and many other aspects of medical attention and as a result she sees a wide variety of patients. Lorraine’s specialist area is women’s health. The question was asked as to how it is decided who a patient sees, and it was explained to the group that receptionists are trained to have a general knowledge of what the different professionals do, and guidelines exist regarding parameters of expertise. The professionals may also seek opinion from one another within the practice, thus making best use of specialisms.

Discussion moved to the different roles within the practice, and Dr Fox explained how having the various roles can offer medical staff assorted opportunities for career development, from this, the discussion circled back to the feeling that understanding these different roles could help with the issue of patients desire to see a GP, when in fact that might not be the best appointment. Alice made reference to having been recently given an appointment to see a Paramedic at the surgery, and being both surprised but pleased with the discovery of this role.

Triage. There was discussion of the issue of being expected to talk to reception about the reason for wanting an appointment, and that this is often felt to be intrusive, especially as the reception area is open for all to hear. Alice flagged up that she particularly thought this to be so.

The discussion roamed on from here, and there was welcome acknowledgement of the fact that the different roles within the surgery are respected by each other. The fact that Consultants tend to be more open these days to referrals from Nurse Practitioners, was welcomed, and then short discussion about the 111 service ensued. The Chairman suggested that further understanding of the 111 entity may be useful at the next meeting. The Chairman also proffered the idea of a diagramatic explanation of roles and areas of expertise; this thought was parked until a later date.

Practice Update

Jon gave information on several points:

a) Money has been awarded until the end of the current financial year, to enable them to have more locums.

b) There is a new GP registrar (someone at the end stage of GP training) starting who will be there for 6 months

c)There are changes to funding of Enhanced Services (things which fall outside of usual GP work), the advanced care plans will have funding cut. Phlebotomy funding has also been cut. Overall funding is being reduced from next financial year.

Jon also said that he would email members of the group about altering the extended hours services before making any changes, and that the general practice improvement plan is still underway.

Ideas regarding publicising the existence and use of the PPG were asked for and should be submitted to Graham Driver.

A.O.B.

Nothing of significance was brought to discussion

Date of next meeting: Thursday 16th May, details to be confirmed.