

# **SOUTH HOLDERNESS MEDICAL PRACTICE**

## **MINUTES OF THE PATIENT REFERENCE GROUP (PRG) CORE MEETING HELD ON 30<sup>th</sup> April 2014**

|                |             |                                      |
|----------------|-------------|--------------------------------------|
| <b>PRESENT</b> | GK (CHAIR)  | Julie Withey (JCAW) Business Manager |
|                | Dr Wheatley | RW JM                                |
|                | MB          | CW MM                                |
|                | EH          | SW NP                                |

### **1. Apologies GMP/BD/CW /SW**

### **2. Minutes of Meeting held on 26.2.2014 and matters arising from last meeting not covered on agenda**

Item 3 (e) Telephones - JCAW deal finalised and date expected tbc for July

Item 4 - Confidentiality statement – Agreed new form circulated by GK and GMP needs to action get signed by all – still outstanding

### **3. Staffing**

JCAW gave an overview of current changes. A new PT partner will be joining the practice in June – he is 75% of a FTE. He is a very experienced GP who was a partner in a practice in Grimsby. He has a special interest in training. In addition a New Nurse Practitioner will be starting in mid-June. JW confirmed that we still have a PT female GP Dr Belham.

### **4. New DES – reducing Unplanned admissions.**

JW gave an overview of the new Unplanned Care DES which the practice will be participating in. This is designed to help reduce admissions and specifically requires GPs to manage the top 2% of patients identified at high risk of admissions. This is likely to include Residential Home patients, Palliative care patients and the CCG RISC tool will be used as required to help us identify these patients. However it is worth noting 2% of our patients represents circa 250 people as opposed to the nearly 1500 who we manage in our Long Term Conditions clinics.

### **5. Acute Care Service**

We are investigating a new appointment system with the key aim to improve access for all patients. It is also in line with offering telephone access to patients who may find this more appropriate, which is a government aim. We are expecting the soft launch of this in July when our new staffing has come on stream. All staff will be receiving training and patients will notice we are changing our system. Information will be available on the website and in the surgery. Same day access will be provided by a team of clinicians but the main difference will be the separating out of book on day 'urgent/acute' appointments from patients who are booked in for routine appointments for on-going problems. Hopefully this will mean that clinic timekeeping can be improved. More information should be available for our next meeting.

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**6. Patient Health Champions**

The practice has been invited to take part in a new project to promote patient involvement. Patient Champions are volunteers who will work with the practice (after training) to provide support to patients. This may include signposting to other volunteer groups, setting up new volunteer groups. This is a lottery funded national scheme which has had great results in other parts of the country. Advertising will be in the surgery and the training will be taking place here and at other venues. Recruitment will be via the Patient Champion team. After the next meeting we hope to have more feedback.

**7. Health trainer new clinics**

These are now going to be offered from June at both Patrington and Roos – we see this as a real positive opportunity. The funding for this is provided by the Holderness locality of the CCG who have provided money for the extension of the project throughout the Holderness area. All local surgeries will have clinics for patients to access. Patients can self-refer and the scheme is about helping people achieve healthy living goals and providing 1 to 1 support.

**8. Computers IT and Telephones**

We have just had a new computer upgrade which has caused some issues but hopefully these are now resolved. The upgrade was hardware and software and hopefully all the teething problems have now been rectified.

The new telephone system will revert to a single landline number for all surgeries and very soon the testing for the internet connection will be taking place to ensure everything is in satisfactory prior to the changeover. All sites will then be linked and patients will still have a queuing system as this can now be accommodated. The new date is still to be confirmed as key staff need to be in the surgery and not on leave when the changeover happens.

**9. AOB**

LTC – CW gave feedback on the LTC scheme as he has personal experience from a family member. He raised the issue about sample pots and the instructions which he found misleading. JW agreed to review this with him. This took place after the meeting. The pots and instructions are patented. They are provided in the East Riding although JW told the meeting that in N Yorks this service provision had been withdrawn.

CW also raised the issue of letters and JW agreed to look into the contents. One thing he thought might help was a checklist for patients to work through prior to their appointment.

SMS – JM gave feedback on the new service – he told the meeting that he had had positive comments.

**Date of next meeting 25<sup>th</sup> June 2014 at 5.30pm**