**Minutes of Patient Group Meeting – Tuesday 16th January 2018**

**Item 1**

**Attendances: DC, GJ, SJ, RT, EH, GL, BR, Mr Beales, TS, Ann Heppenstall, Dr Carl Parker & Emily Orcheston-Findlay**

Ann welcomed GL to the group and a round of introductions was carried out.

**Item 2**

Apologies: Hellen Mackenzie & VR

**Item 3 – Previous Meeting**

RT had requested meeting be held in a different location to Throston Medical Centre – meeting today held at McKenzie House.

BR had requested the meeting agenda was sent out prior to the meetings – Agenda was sent prior to this meeting as a result.

JR previously asked how many appointment slots each clinician had to offer. Ann & Dr Parker had agreed to bring some figures to this meeting but these were not available to discuss with the group today. Ann apologised for this and will ensure the figures are brought to the next PPG meeting.

The suggestion of a patient self-check in desk was made in the last meeting when the group were asked for suggestions to help reduce patients queuing at the reception window. Ann explained that Victoria Medical Centre is in the process of having a patient self-check in installed and this will be trialled to see if it will be beneficial getting further ones installed at other sites. To be kept on the agenda until feedback received.

SJ asked for an amendment to be made to previous minutes from Mrs to Mr: ‘Mrs J said the practice should charge patients who do not attend their appointments like the dentists do – Ann explained that DNAs are recorded in the patient records if they do DNA.’

**Item 4 – Patient Group / Practice Complaints**

There were no slips in the comment boxes at any of the sites.

Ann confirmed she had received 9 complaints since the last meeting.

2 regarding medications

2 regarding prescribing

1 regarding completion of insurance form

1 regarding GP attitude

1 regarding temporary resident (NHS England)

2 – awaiting patient consent before can proceed

Ann explained she had received two responses where the patients had been happy with the resolution and no feedback had been received from the others.

**Item 5 – Surgery Updates**

* **Recruitment of GPs and Advanced Nurse Practitioners**
* Dr Mehta left the practice on 31st December 2017
* Dr Anil Trivedi and Dr Amith Paul have joined the practice as GP Partners and Dr Goswami has joined the practice as a salaried GP.
* 2 Advanced Nurse Practitioners have been recruited; one commenced employment on 3rd January and the other will be joining the practice in April. Dr Parker explained both nurses are extremely experienced in adult nursing.

This will take the total of clinicians to 7 Nurse Practitioners and 8 GPs working alongside a team of 6 healthcare assistants and 9 practice nurses.

EH said she still experience problems accessing appointments on occasion.

Dr Parker explained that other GPs have approached the practice for employment but the practice is not in a financial position to recruit more as funding has reduced. He went on to explain that income is increased based on patient numbers so the more patients on the register the more money the practice receives.

* **Victoria refurb**

Ann explained that the refurb is now complete and the practice opened on the 4th December. Positive feedback received from patients regarding this and feedback was also received from PPG members. Dr Parker explained that the building is purpose built and high quality. Suggestion made for the next meeting to be held at Victoria Medical Centre to give people to opportunity to have a look around. Some people asked if they would need to pay for parking but Ann explained that on this occasion they would be able to use the staff car park to the rear of the building.

* **Wynyard & Hartfields**

Dr Parker explained that the computer systems at these sites have now merged from 3 systems to 1. He went on to explain that these practices are run on a separate contract to McKenzie House, Throston Medical Centre and Victoria Medical Centre and there is no patient overlay.

The group asked if McKenzie Group Practice had any plans to close any sites. Dr Parker explained there are no plans in place but this would be a point of discussion in the future when looking at CCG Estates Strategy and aging estates.

* **Appointments**

The appointment system is still currently under review.

Ann will bring figures to the next meeting.

* **Prescription Team**

Plans are still ongoing to expand the Meds Team and offer services to all 5 sites. Ann and Emily will be obtaining quotes from builders, IT and telephone providers in the near future regarding work required.

**Item 6 – Commissioning**

Nothing to discuss

**Item 7 – AOB**

* **Flu Vaccines**

RT asked if the practice had received the correct flu vaccination as the media was reporting that most people had not been vaccinated against the current strain of flu that was affecting patients. Dr Parker explained that the practice has no choice as to which strains of flu are included in vaccinations and that a joint committee decides this very early on in the year based on information but it is impossible to include all strains in the vaccine.

DC asked if flu vaccines were free to all patients. Ann explained that the vaccinations were free to people aged over 65 years and other targeted groups. Ann went on to explain that a lot of patients have decided this year to have their vaccines at pharmacies but this effects income to the practice. The pharmacies did receive vaccines earlier than practices this year which also did not help. Mr Lister suggested

* **Prescribing**

EH asked if the practice prescribes Paracetamol on prescription.

Dr Parker explained in some circumstances yes, but there is now guidance out which includes a ‘Grey List’ of medications which GPs can advise patients to buy over the counter instead of issuing a prescription. Dr Parker went on to explain that the practice prescribing budget had a £300k underspend and that the practice pharmacist, Micheala, monitors this on a regular basis. Dr Parker is happy to share figures with the group at the next meeting.

* **Patient who DNA appointments**

EH asked that the DNA rates for the practice are like. Ann explained that DNA rates are not monitored and no data is displayed as inevitably the wrong people see the information. A suggestion of charging/removing patients from the list was made but Dr Parker explained unable to do either. Removal of patients from the practice register is very rare.

* **Training Practice**

Dr Timlin is currently training a GP registrar within the practice.

The practice currently also has 4 Year 3 Medical Students working with Dr Hyde every Wednesday morning and this will continue on until later this year.

Trainee nurses will be coming to the practice from the end of February for Yr1 and Yr3 training.

The practice has also submitted a declaration of interest to become a host surgery for overseas GPs. Ann will be able to share more information regarding this in the future.

* **Pharmacy**

DC asked if the surgery has plans to have a dispensing pharmacy attached to the practice. Dr Parker explained that there are a lot of rules around this and the practice is not able to be a dispensing practice. Any new pharmacy has to be open a minimum of 100 hours.

RT explained that pharmacies are able to dispense an emergency prescription and Ann confirmed this.

* **Local Authority**

Dr Parker explained that he is currently working closely with the Local Authority and a wide range of community services as part of a pilot and this is working very well. Weekly meeting are held and patients are discussed to see if services can be offered to help individuals.

Some other practices feel as a result of this work that McKenzie Group Practice gets preferential treatment from the Local Authority.

CB asked if the practice gets a budget for patient wellbeing. Dr Parker explained that the practice does not get a separate budget for this but the practice does engage with services including the Job Centre Plus where someone comes into the practice on a weekly basis to see patients registered with the practice who are struggling to get back into work. This has had a great success rate. The rooms are offered to the service free of charge. Ann explained that she has been approached recently to see if possible to offer this services from other sites also which the practice is currently looking to engage.

* **Well Man/Woman Clinics**

GL asked if the practice still offers well man/woman clinic appointments. Dr Parker explained this used to be a contractual requirement but this changes year on year. The practice does offer target health screening including Health Heart Checks and Lung Function Tests. Other tests are more specific to patient symptoms/complaints. Annual health checks are also offered to patients who are on a Chronic Disease register including Diabetes, Asthma, COPD, CHD, CKD, etc.

* **CQC Inspection**

Ann explained that all 5 sites of McKenzie Group Practice will be receiving a CQC inspection within the next couple of weeks.

As part of the inspection the inspectors would like to meet with member of the PPG on Wednesday 24th January 2018 at 1.30pm at McKenzie House. Ann asked for anyone who was available and willing to attend to speak to her following the meeting. Ann also asked if members of the group would be happy to provide an email address for the CQC to contact individuals.

**Next meeting: TBC**

**Minutes and Agenda will be sent out prior to meeting**