

**Ashville Medical Practice Patient Reference Group Meeting Minutes
25th October 2018**

Location: Ashville Medical Practice Conference Room

Attendees: Melanie Jones (Practice Manager)
Karen Chapman (Administration.)
Patient Reference Group Members (11)

1. Actions Update:

No actions were required.

2. New Members:

Mel reported that four new patients had joined join the PRG but were unable to attend this meeting.

A regular member was now unable to be present at future meetings (PP), and her contributions to the group, and previous attendances were gratefully acknowledged.

3. Practice News:

- Dr. Leary took up his post of GP partner with effect from October 1st 2018.
- Laura Petyt has been appointed to the role of practice nurse.
- A part time Health Care Assistant, Rebecca Mitchell, has been employed to cover time which has become available due to a reduction in hours worked by other staff.
- Karen and Zoe have been appointed to administrative posts to cover hours which were available due to Claire leaving the practice.

Mel informed the group that the patient numbers had increased from 11730 in July to 11807 in October. There was an exceptionally high demand for appointments, and particularly on Mondays. Appointments even with the triage system in place can be difficult to keep up with. She stressed that it was important that the practice operated safely, and emphasised that doctors fulfil many other duties as well as seeing patients face to face. These include telephone triage, blood test reviews, prescription signing and queries, letters, referrals, medication reviews, DWP reports, claim forms for legal and insurance purposes, as well as home visits and duties relating to GP registrar training.

Due to the volume of appointment requests there have been occasions where GP's are full to capacity and where it has not been possible to provide any further triage appointments and face to face appointments in order for the practice to continue working safely.

A member asked if a record was kept of how often patients telephoned. Mel said that this did not happen and was not an effective use of time.

In regard to DNAs, between 50 and 60 patients miss GP appointments each month, even when they had been triaged. Repeat "offenders" are issued with two warnings, and a formal procedure is followed including full discussions, as it may not always be the correct medically professional decision to remove a patient from the list.

A member suggested using the message board in the waiting room to emphasise the need to attend appointments once they had been made, but it was explained that this had been used in the past and was not productive.

A member asked if the practice could refuse to accept patients, but Mel explained that there is no practice in Barnsley with a closed list, and that closure can only be authorised by NHS England.

In conclusion, Mel said she wished the PRG members to be aware of the pressure for appointments, and to understand the necessity for the occasional delay in one being offered. Resources had to be maximised to the best effect, but the service offered must at all times be safe for the patient and the medical staff.

4. Patient Survey 2018:

This was begun on 1st September, 2018 and about 275 completed surveys were required. To date, 189 had been received, and it was noted that it is also available on line for completion.

5. Flu Vaccination Clinics:

Mel outlined the situation in that there is only one supplier of the vaccine specified in the guidelines, and that deliveries were phased with the next batch being due in November. (The guidance is recorded in the minutes of the July meeting.)

Some patients had received their vaccinations at appointments for other matters, and the specialised groups had been covered.

Patients who received their vaccination elsewhere were notified to the practice.

6. Patient Council:

A report was not available, and a representative was asked for from the group, without success at this meeting.

7. Any Other Business:

- Mel outlined the role of the Barnsley Healthcare Federation which runs practices in Lundwood, Brierley and Goldthorpe, as well as the out of hour's service and the GP streaming system at the hospital. Taking effect on 1st November, a home visiting service will be introduced by Barnsley Healthcare Federation. Ashville is a member of the Federation and has been allocated 7 visits per week covering the 8 hour working day, for those housebound and with acute non-complex needs, including patients in care homes. It was acknowledged that this service may be appropriate in certain specific cases.
- A member queried the "Get Fit First" scheme introduced in January 2018. This had been started so that patients were as fit as possible for routine surgery; advice about for example, smoking and weight was given and a review held after six months. Mel confirmed that this was in place at Ashville.
- A member asked for information about volunteering, and it was suggested she contact a school with a view to reading with children, and also Age UK.

8. Date and Time of Next Meeting:

**Thursday 24th January at 1.00pm.
Conference Room at Ashville Medical Practice.**