

**WOODHOUSE HEALTH CENTRE
5-7 SKELTON LANE, WOODHOUSE, SHEFFIELD, S13 7LY**

**MINUTES OF PATIENT FORUM
HELD
MONDAY 20th August 2018**

Present:

Miss Y Tolliday	Mrs G Ashmore
Ms B Lee	Mr J Glaves
Mrs P Kilner	Mrs M Constable
Ms A Kennedy	Mr H Constable
Mr R Webb	Mrs J Longstone-Hull,

Mrs G Siddons, Assistant Manager/Pharmacy Technician
Mr H Constable (Chair)
Dr J Bayliss

Apologies, Mrs C Hodkin, Mrs L Randell, Ms J Parker

Agenda items	Notes
Welcome	Howard welcomed everyone to the meeting and thanked everyone for attending.
Minutes of last meeting	<p>These were passed by the forum.</p> <p>The practice updated the forum about the opening hours of the satellite unit. The unit has been closed on Sunday afternoons. This has been discussed with Clive Betts and the CCG on behalf of the practice and the patients of the practice. Our concerns have been expressed.</p> <p>One way system. Gill reported there were issues with people not adhering to signs and coming the wrong way up the one way system. Staff had been shouted at as a result of this. The forum suggested that better signs were needed. Gill agreed to contact the councillors about this.</p>
Doctors	<p>Gill informed the group of the latest doctors assigned to the practice. Registrars; Dr Jenny Lang and Dr Sadia Iram F2 (4 month placement) Dr Nick Richards and Dr Amy Finnigan. Dr Oldham leaving in October. Advert out for a replacement. There are currently 17 adverts out for GP across Sheffield.</p> <p>Dr Sally Nevitt and Dr Jenny Bayliss would be starting maternity leave at Christmas.</p>
Drug shortages	<p>A forum member had asked for this to be discussed.</p> <p>If there is problem with the supply of an item, pharmacies will let the practice know. If this is a nationwide issue then alternative can be considered. If it is a local issue then the patient may be asked to pick up a prescription from reception to try other pharmacies.</p> <p>If a direct alternative is available then this is prescribed. Sometimes this is not</p>

	<p>always possible.</p> <p>Gill gave some examples of recent issues</p> <p>Dipyridamole. No direct alternative so patients needed to be reviewed on an individual basis. The medicines management team were consulted and the alternative is an off licenced product so this needs a discussion between the patient and the GP.</p> <p>Oxyal eye drops were changed to Xailan eye drops. This was a direct alternative to a product that did the same job.</p> <p>Brinzolamide and Timolol eye drops. This was referred to the hospital consultant and changed to Dorzolamide and timolol.</p> <p>Clomipramine 50mg were changed to 25mg or 10mg and dosages changed.</p>
GDPR	<p>We are getting more and more requests for copies of records from patients, solicitors and insurance companies. These are taking more and more time. One today has taken a secretary 5 hours. There is no payment to the practice for this. The preparations of these requests are taking secretaries away from doing referral letters and other admin tasks. The forum asked what they could do to help. The CCG and the LMC (local Medical council) were aware of the issues and concerns. The issue was discussed and the forum agreed to contact their MP if they had any concerns about this process.</p>
Compliments and concerns	<p>Friends and family cards discussed.</p> <p>Reception had been giving out Friends and Family cards for the past few weeks.</p> <p>11 Extremely likely with no comments,27 likely no comments,2 neither no comments,1 unlikely no comment,10 extremely likely comments,16 likely with comments.8 neither with comments,5 extremely unlikely with comments</p> <p>Below of some of comments discussed.</p> <p>Letters from hospitals to be dealt with within 2 weeks. The practice aims to achieve this but it can be dependent on when we get the letter. More letters are being sent electronically now and the practice is looking at a more efficient way of dealing with paper correspondence.</p> <p>Unable to hear receptionist from behind the new screens. The forum had not come across this and complimented the practice on the refit. They thought the reception was a great improvement on the previous area.</p> <p>A question was asked as to why the new, top reception was not always manned. Gill explained that this was due to staff levels but that we would have someone working up there whenever we could. Adverts were out for new reception staff.</p> <p>Appointments. Appointments were discussed .It is holiday time and we try and get as much cover for holidays as we can. The practice it was sometimes difficult to get locums to cover but we do our best .The practice appreciates this is not always the same as seeing a regular doctor. The forum agreed this was better than no doctor and that at least there were some appointments available. We also have the new doctors starting to see patients so this should improve the</p>

appointment availability in the following few weeks.

Clinicians running late. This can happen if a patient before them wants to discuss more than one condition in a 10 minute appointment. It is up to the clinician if they can do this safely in the time or if they ask the patient to make another appointment. Some clinicians will give the patient a slip to take to reception if they want to see the patient again. The reception can offer the next available appointment. The forum agreed with this system and were mindful it could be them wanting the extra time at a future appointment.

Long wait on the phones. We are a busy practice and have 4 receptionists answering phones. The practice takes approximately 1000 calls per day. Our reception team take calls as efficiently and as safely as possible.

The Check in screen is not being used and the instructions to use it have vanished. The forum discussed signage after the refit and agreed that more signs should be put up for the check-in screen especially asking patients to use the pen. The forum also suggested using the noticeboard by the pharmacy for patient notices such as , use the check in screen, only one problem per appointment, how to order prescriptions. This may encourage patients to read information about the practice if they were in the queue for reception.

The check in screen also tells patients how many patients are in front of them. Gill informed the practice that they are working towards calling patients in from the TV screens and putting messages on when clinicians are running late.

Long wait for a blood test. The practice appreciates that sometimes there is a wait for a blood test appointment. We can use the satellite unit for evening and weekend appointments. Patients can also be offered ,and encouraged, to go to one of the hospitals. For housebound patients ,who do not have a long term condition, when an urgent test is needed, a doctor may visit. This does however mean that one less visit for other patients is available.

Repeat Prescriptions not being ready on time. The timescales for the processing of repeat prescriptions was being monitored but the 48 hours we allow is Monday to Friday then the pharmacy needs time to prepare the prescription and get the stock in.

Other comments

Friendly staff and GPs

Always satisfied with the service

10/10

Very Good service.

The forum thought this was a truer reflection of the service the practice provides rather than the NHS England survey that is published and wanted to congratulate the team for all they do.

Flu clinics

Flu clinic now available to book. Two types of flu vaccines this year. Patients will be informed which clinic to book into.

	<p>Blue clinic for over 65 years and people who will be 65 before 31/3/2019</p> <p>Red clinic for all people 18-65 at risk groups and pregnant ladies</p> <p>Clinics</p> <p>Friday 21/9/2018</p> <p>Saturday 20/10/2018</p> <p>Saturday 10/11/2018</p> <p>Woodhouse and district forum will be putting on a coffee morning in the library on the Saturdays. The group suggested ways the practice could advertise the flu clinics.</p>
Forum members	<p>Gill thanked all the members for the contributions they made as it is really valuable to the practice.</p> <p>The forum discussed how to increase the online forum and this group. It was suggested that a form be included in the registration pack for new patients and that the flu clinics were used to update details, email addresses and advertise the forum. It was also suggested that patient details be checked at flu clinics with an opt out box for the online patient forum.</p>
Date of next meeting	12 th November