

MINUTES OF PATIENT FORUM
HELD
MONDAY 11th November 2019

Present: 7 members attended 4 apologies

Practice team present

Gill Siddons Assistant Manager (Chair)
 Suzanne,(Reception Manager)

Agenda items	Notes
Welcome	Gill welcomed everyone to the meeting and thanked everyone for attending.
Minutes of last meeting	The minutes of the last meeting were reviewed as part of the main meeting.
Social media	There had been some discussion in the last few meetings about negative comments put on social media about the practice. The practice was aware this was still happening. The practice has a social media policy which states that defamatory comments about our team are not to be shared on any social media platform. Legal advice will be sought and the appropriate action taken against any patient who posts defamatory comments. This will be followed if any comments are highlighted to the practice.
Appointments	<p>The forum discussed the availability of appointments and had noticed an increase in availability. None of the forum members present at the meeting had experienced any problems getting an appointment.</p> <p>The practice was exceeding the NHS England target of 25% of total appointments available on line. Patients still need photo ID to get online access. Some appointments for the next day are released at 6pm the previous evening. If a patient books an online appointment, the reception team review the appointments booked online the next day. If any appointments are booked with the wrong person, the patient is contacted and the appointment moved to the appropriate clinician</p> <p>One member present at the meeting tried booking an online GP appointment during the meeting. They went onto their online appon their phone and got one for the day after the meeting.</p> <p>The practice is looking at putting more Physician Associate appointments available to book on line.</p> <p>The forum reported that not all receptionists were care navigating to appropriate clinicians. Another forum member reported that there had been a queue to the door and that there had only been one receptionist on the front reception. Suzanne advised the forum that all receptionists should be using care navigation and that if a queue builds up, the</p>

	<p>receptionist knows to get help from those answering phones.</p> <p>It was reported that not all reception name badges were visible. Suzanne agreed to mention this to the team.</p> <p>The forum had asked if it was possible to put a message on the phone line when all appointments had gone for the day. The practice had looked at this and decided it was not practical as appointment availability was always changing as patients cancelled or rebooked appointments.</p> <p>The forum asked if the amount of patients that did not attend their appointments had changed. Unfortunately the amount of people not attending appointments without cancelling was still the same. On the day of the meeting, one nurse clinic had had 3 out of 7 patients not attend. That was one hour of lost time. In a child flu clinic 9 out of 24 patients had not attended. If a patient does not attend frequently then a letter is sent to the patient.</p> <p>At the last meeting there was a discussion about what happens if a patient is seen by a nurse who feels the patient needs further advice from a GP. The forum was advised that the nurse can always seek advice from the duty doctor. .</p> <p>The forum were asked if they were happy with the opening times of the practice. The forum member stated that the opening times were fine and that the patients were lucky to have the satellite unit opening from the practice as this gave them more choice close to home.</p>
Volunteer in the practice	<p>The practice has a volunteer working within the practice. One of her roles is to complete patient surveys. The forum thought this would be a good idea especially if she went round the waiting rooms to speak to patients.</p>
Incidents in the practice	<p>The practice had unfortunately had 2 incidents in the practice where the police were needed to help with situations that occurred. Both incidents had resulted in the patients being removed from the practice list with immediate effect. There is a strict procedure the practice has to follow to enable this to happen and the practice will only use this procedure in extreme circumstances. The patients are sent a letter from NHS England advising the patient how to access NHS services.</p> <p>The forum agreed with this action and that this was the right thing to do in these cases and in future to protect the practice team and patients attending the practice.</p>
Supply of medication	<p>Supply issues of medication are becoming more frequent. The practice does not know which pharmacies can get any particular item. Some pharmacies use different suppliers so each pharmacy may be able to get different items. . Prescriptions are issued as normal by the practice and if the patient is advised by the pharmacy that one of their items is not available, then the patient may be sent back to the practice.</p> <p>Patients DO NOT need an appointment to discuss supply issues of medication.</p>

	<p>A monthly list of supply issues is supplied by NHS Sheffield to help the practice with supply issues.</p>
<p>Safety alerts on medication</p>	<p>In the past month or so there had been several issues with Ranitidine and some patients had believed there was a safety issue with this drug.</p> <p>Gill advised the forum that the government agency which looks after the safety of medicines sends an email to the practice as soon as a problem is highlighted. This is looked at by the surgery about every 3-4 hours and appropriate action taken.</p> <p>Problems may be if a batch of a drug has failed quality control which has then resulted in a shortage of the medication.</p>
<p>Private prescriptions</p>	<p>In the past the practice has been able to issue private prescriptions for items that may cost less than an NHS prescription charge. There is new guidance from the BMA that states that if a drug is available in the drug tariff and can be written on an NHS prescription, it must be written on an NHS prescription. The only exception to this is for malaria medication.</p> <p>The practice will be contacting patients to advise them of this change.</p>
<p>Flu clinics</p>	<p>The practice held a flu clinic on 5th October for patients over 65. The practice vaccinated 800 patients that day.</p> <p>Feedback from the forum stated that patients did not stick to their appointment time so at one point the queues were long. Suzanne said the most patients were waiting was 10 mins and that they could not control when patients arrived.</p> <p>The forum was advised that when patients attending a flu clinic, if they needed extra checks such as a BP check this would be done at the same time whenever possible.</p> <p>The next flu clinics were scheduled for 12th November and 23rd November, There was also a small one booked for Tuesday 26th November in the afternoon. All these clinics are for anyone eligible for a flu vaccination.</p>
<p>Christmas opening times and prescription ordering</p>	<p>The practice would be closed on Christmas Day, Boxing Day and New year's Day.</p> <p>The satellite opening hours are still being finalised at the time of the meeting. At the moment the satellite will be open every day except Christmas Eve, Appointments will be bookable through a patient's GP practice or through 111.</p> <p>Patients are reminded to ensure they order their medication in time for the Christmas period. The practice will allow prescriptions to be ordered two weeks early (from 10th December)</p>
	<p>Gill wished everyone a Healthy and Happy Christmas and New Year</p>

	Date of next meeting Monday 3rd February 2020
--	---