

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

MINUTES OF PATIENT FORUM
HELD
TUESDAY 16th June 2015

Present:

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| Mrs J Parker | Mr R Webb |
| Ms E Needes | Ms D Mackman |
| Mrs M Constable | Mrs G Randell |
| Ms B Lee | Mr H Constable |
| Ms A Kennedy | |
| Dr N Anumba | Gill Siddons (Assistant Manager) |

Apologies, Mrs M Littlewood, Miss J Wilkinson, Mr. R Chisoholm, Ms P McCartney, Mr. P Flaherty , Ms A Fearn, Mrs P Kilner, Mrs C Hodkin

Mrs G Siddons, Assistant Manager/Pharmacy Technician - Chair
 Minutes by Liz Needes.

| Agenda items | Notes |
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| Welcome | Gill welcomed everyone to the meeting and thanked everyone for attending. Two speakers attended the meeting - Lou Wright from VOYCE (Views of young carers explained) and Naseem Howley CSW (community support worker) |
| Lou Wright | <p>Lou Wright- gave us details of her work to identify young carers She has been working in Handsworth Grange School and the local feeder schools and then linking in with this practice and the Handsworth Practice. Lou explained to the group about the work they are carrying out identifying young carers, the impact being a young carer can have on their lives and helping them in school. The hope is that this service will help families get of the stigma of long term ill health and the mistrust in the health and care system by ensuring that the family have the continuing support of the service and their GP practice. The Young Carers service and the things it offers are free at point of use for all carers identified.</p> |
| Naseem Howley | <p>Naseem Howley spoke to us about her work as a Community Support Worker. CSW's work with a number of practices, Naseem covers 7 practices in the local area. Community Groups and GP practices are vital as they can help identify and refer someone who has a care need, generally these are people aged 65+ and at risk of being admitted to hospital, but who currently don't have a care package in place. Naseem is able to help them claim any benefits they might be entitled to but not currently receiving and help find support and signpost people to the correct services they need and help with getting these things in place. The help can sometimes involve arranging for adjustments or equipment fitted to assist people who find activities of daily living a challenge. Naseem can also help them resolve tenancy and council tax issues. Anyone can refer someone to a CSW, GP, Nurse, self referral, family member referrals are all acceptable and details can be obtained from reception if you feel you would like to refer someone. Generally Naseem would expect to only spend 3-4 weeks working with someone after which other things should then be place to support the person. However this doesn't mean you cannot be referred back to Naseem if you need further support in</p> |

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| | <p>the future.</p> <p>Naseem has a target of helping 520 patients this year, she has had 60 referrals in 4 weeks so is well on track to complete that and most likely more besides.</p> |
| Care Homes | Gill reminded the group that care homes are a valuable part of our practice population and are always invited to the forum meeting. All the care homes were phoned to remind them of the meeting and to invite them to attend. |
| Appointments Online | At the last meeting there was a request for more appointments to be available on line, Gill asked if this had improved, there seemed to be agreement that it had. Gill also asked for details of what sort of appointments were required and when. The forum wanted the practice to look at more appointments for workers to be available online and more GP appointments. |
| Workers Appointments | Gill asked when the forum wanted more worker appointments, It was discussed amongst the group and requests were received for more appointments before 8am for bloods and either before 8am or after 6pm for Doctors appointments. Gill confirmed that the early morning First Contact Practitioner appointments were not being filled, it was pointed out that despite the sign on wall, people who did not attend regularly might not be familiar with the conditions an FCP could deal with, or it might be that a Nurse, HCA or Doctors appointment might be more appropriate and it might be more of these that are required rather than FCP appointments. |
| Blood appointments or skin tags appointments | The online survey at the date of the meeting had 71 votes for blood appointments and 33 for skin tags, Gill will be taking this to the partners meeting for a decision. |
| SMS. Text messaging | The system the practice has at the moment for text messaging patients about their appointments is coming to an end. The last meeting discussed if the forum thought we should continue with a text messaging service. There has been no update as yet, contract discussions are still ongoing due to costs quoted. |
| Pharmacies and unwanted medications | Following the discussions at the last meeting and the apparent reluctance of the pharmacies to take back unwanted medication. This has now been discussed with the local Pharmacies and they have been made aware of the forum discussion. |
| Saving on postage | It was agreed by those present at the meeting, that the minutes would no longer be posted. Forum members can either provide an email address and they will be emailed or if not you can pick up a paper copy from reception. |
| Sharps Bins issues | <p>Gill asked that if necessary would the forum be prepared to write a letter in support of the practice as the contract for the supply of sharps bins has recently been taken over and despite the practice need more bins, they have frozen the number supplied. A large number of blood tests are undertaken at the practice and at times this has meant that supply of sharps bins has become far lower than would be ideal, if the situation deteriorates a decision may have to be taken to suspend blood tests being taken at the practice, due to safety issues and not being able to fully comply with best practice and mean that everyone would be sent up to the hospital to have their bloods taken. It was raised by the group that this could mean that some people would simply not bother getting their tests done, the practice appreciate this and are trying to do everything to avoid this and the inconvenience that would be caused to patients It was suggested that a petition sheet was provided to each room where blood tests were taken so that anyone going in for bloods could be asked to sign this, so it could be shown to the CGC to show the concern the matter is causing to patients. It was also suggested that we contact the local MP,</p> <p>Post meeting note</p> <p>The forum are thanked for their support with this issue. The contract has now been sorted.</p> |

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| Jayex Board in reception. | This is the board above the reception desk. The contract on this has ended but the practice has agreed to buy it so it will still continue to provide information and details of DNAs as normal. |
| New registration procedure | For any new patient wanting to register with the practice, they need to provide proof of address and photo id before they can register, concerns were raised for elderly people who didn't get out and had never had a passport or drivers licence, Gill confirmed that there were other procedures they could follow in extreme circumstances. |
| Phones queuing system updates | This is still on hold presently as the company want a significant sum and minimum 6 year sign up. The practice feel that whilst this would be a really good idea, there needs to be some negotiation to make this better value |
| Prime Minister's Challenge Fund update | Gill was able to share the excellent news that the practice has won its bid to be one of the Sheffield trial hubs. The plan is to be up and running by the end of July. So the surgery building will w be open until 10pm Monday to Friday, From 6pm this will be emergencies only referred by the out of hours service, this will enable patients at the practice and the other practices covered to travel a shorter distance to the practice and avoid having to go to the GP centre at the hospital. There will be a total of 33 appointments per session manned by 1 GP and 2 Nurses. Gill and Gordon are currently working on the IT and Reception staffing to cover the extended hours and make sure the medical staff can access the information for patients from the other practices. Our practice will be the hub that covers 108,000 patients in the area. The appointments will be available to adults and children if referred by the out of hours service. The trial will run initially for 12 months if successful it is hoped it will become normal practice, Gill was pleased that we were able to get into this from the start and confirmed how good it was for the practice, Gill asked if any members of the group would be willing to assist with the set up if the Friends and Family Survey for the new service, be available at some of the sessions to liaise with patients to get them to complete the survey and check how they feel the service is working or any other help, there was a sign up sheet at the meeting, please contact Gill if you weren't able to attend the meeting but are able to offer to help. |
| Update on Patient Participation service from last year | Gill extended her thanks to Lillian who read the report regarding the report on the patient survey. The practice will still continue to run meetings and the online groups as it feels the patient forum are a valuable part of our practice. |
| Plan for extension | The practice is waiting funding. Hope is for work on the extension to start in September if the funding comes through in time. |
| | Next meeting Tuesday 6 th October 6pm |