

MINUTES OF PATIENT FORUM
HELD
TUESDAY 14th December 2015

Present:

Mrs D Mackman	Kirsty Oram (The Fields)
Ms B Lee	Miss A Kennedy
Ms J Longstone-Hull	Mr J Glaves
Mr H Constable	Mrs M Constable
Dr J Attwood (GP)	
Dr P Oliver (registrar)	Gill Siddons (Assistant Manager)

Apologies, , Ms P McCartney, Mrs C Hodkin, Mrs P Kilner, Balmoral Care Home, Mrs L Randall

Mrs G Siddons, Assistant Manager/Pharmacy Technician - Chair

Agenda items	Notes
Welcome	Gill welcomed everyone to the meeting and thanked everyone for attending.
Review of minutes from the last meeting	<ol style="list-style-type: none"> 1. At the last meeting the forum wanted appointments set aside for workers. We discussed at this meeting that whilst we can allocate appointments that are suitable for workers we cannot hold them as there is a chance they could be wasted. 2. Building work. The practice had now received confirmation of partial funding for the extension of the practice; Whilst we are disappointed that the practice is only receiving part of the funding we were expecting, the partners have agreed to go ahead with the plans as space is desperately needed and the practice will fund the shortfall. Architects are now involved and we hope to start the work in the New Year. 3. Team changes. Dr Rob Sandler and Dr Will Brookes have finished their placement with us. Dr Tom Taylor and Dr Ben Kerr have started a 4 month placement with the practice. Dr Kathryn Horridge has also started with us as registrar. 4. Satellite Unit. The unit has now been open since 1st October. The group discussed how patients can get an appointment at the unit. This is via their own GP or through 111 and the GP Collaborative. The unit will be open throughout the Christmas period including Christmas day. The forum felt this was a good service to have at the practice as patients could be given the opportunity to see a GP locally rather than having to go to the Northern General Hospital. Gill reported the unit was busy in the evenings but quiet at the weekends. 5. Car Park. Parking still remains an issue. We have added this to the newsletter and would like to be able to do more but resources are better used for patient care. 6. Travel Vaccines. As the nursing team is back up to full strength we can re-start these in the New Year.
Newsletter	The newsletter was discussed. It is available from reception and online. It has been emailed to our online forum and young carers.
NHS Choices	The NHS choices website was discussed. One of the comments on the website was about a patient having problems getting an appointment for ear irrigation. The

	<p>practice had experienced problems with the machine we use for this. There had been a national recall on this machine as it had been found to be faulty. The machine had been recalled. Unfortunately there is only one company that makes this machine so our hands were tied. Appointments had to be cancelled due to the lack of equipment. There may have been many reasons why this patient was not informed. It could be that the patient's phone number was not correct or that they were not answering their phone. Sonia had been ringing the company every day (even on her day off) to get a replacement machine as soon as possible. It may also have been an unfortunate oversight not to have been able to get in contact with the patient.</p> <p>The forum felt that people were more likely to give negative feedback than positive feedback and that this was not a true reflection of their experience with the practice.</p>
24 hour Blood pressure Monitor	Due to cut backs in the NHS the service for providing patients with a 24 hour machine to monitor their blood pressure is no longer funded. The practice has decided that they feel this a value service and so are funding a new machine as the one we have has broken. The alternative would be that patients would have to be referred to the hospital.
The rest of the meeting was taken with questions from the GPs and questions from the forum.	The forum was asked at the start of the meeting to submit questions for the practice to answer. Dr Attwood also wanted to ask the forum some questions to get their views on practice issues.
Question 1 by Dr Attwood.	<p>What should clinicians do when a patient is booked for a 10 minute appointment but presents with several problems for the GP to address?</p> <p>The forum felt that this happens due to the difficulties in getting an appointment at the practice however they did also recognise that this is one of the main reasons clinicians run late.</p> <p>Dr Attwood explained that sometimes the most concerning problem that a patient needs help with is often the last thing they mention. In these cases he feels that he will help as safely as possible.</p> <p>The conclusion of the discussion was that if a clinician does not feel they can help a patient with all their problems safely and will need to extend the 10 minute appointment by a considerable time, they will either book another appointment themselves or give them a slip of paper to take to reception. The slip will give the reception team the authority to bypass the usual appointment systems.</p> <p>The group suggested a ticker tape message on the TV screen.</p> <p>Appointments were discussed along with the note in the newsletter about not always needing an appointment. The forum would like more clarity on this and how best to get a medication review completed at the next meeting.</p>
Question 2 by forum member	<p>How would the doctors like to address patients who DNA their appointments?</p> <p>There is already a DNA policy in place for the practice whereby if a patient misses three appointments they get a letter reminding them of the value of appointments. A patient is allowed 6 DNA appointments before we ask them to register at another practice. The doctors explained that the patients that DNA can be ones with Chaotic lifestyles so adding in the pressure does not help their situation, The forum suggested that the practice may use a separate walk in clinic for these patients however this could discriminate against other patients and could be left empty so wasting valuable appointments.</p> <p>It was suggested that the evening teams could send out the DNA letters.</p>

	<p>It was also suggested that patients who book using the online service then DNA should have their online access revoked for a set period of time.</p> <p>The forum asked if they could have clarification as to when online appointments are released.</p>
<p>Question 3</p> <p>By GP</p>	<p>How long does the forum think a GP should leave after the start of the appointment time before marking the patient as did not attend?</p> <p>The forum reminded the GPs that they had agreed 4 to 5 minutes in a previous meeting. The forum still felt this was acceptable especially after the discussion around question 1.</p>
<p>Question 4 by forum member</p>	<p>What is the process for patients getting test results?</p> <p>Dr Attwood explained that different tests take different times and that the clinician taking the test should explain that to the patient. It is up to the patient to ring after 2pm at the timescale the clinician advises. Dr Attwood assured the forum that all results are looked at by a clinician and if any action is needed it happens in the appropriate timescale. One forum member enforced this by saying that no news is good news and the letter telling patients there is no action just confirms this. It was discussed that when reception team ring patients about a result they are just conveying the information the clinician has put on screen when they reviewed the result.</p>
<p>Question 5 by forum member (not discussed within the meeting)</p>	<p>If a British Citizen was visiting family in Sheffield and had sharps needles to dispose of why would the practice not accept them? Why would they have to go to environmental services?</p> <p>Practices were told that they could only accept sharps from their own patients and the contract to dispose of them was only for this purpose however on reflection as it is difficult to get Sheffield Environmental services to do this, it is now deemed safer for practices to accept them in cases such as this rather than them put in a general waste bin and potentially causing harm.</p>
<p>Next meeting</p>	<p>The next meeting will be on MONDAY 21st March 2016 at 6pm in the practice. Dr James Attwood will be attending. Gordon Osborne will also be attending to give a talk on his role. As the question and answer format of the meeting seemed to work at this meeting we would repeat this on the next meeting. If you would like a question discussing, please send in your questions before 14th March 2016.</p>