

MINUTES OF PATIENT FORUM
HELD
TUESDAY 6th October 2015

Present:

Mrs J Parker	Mr R Webb
Ms E Needes	Ms D Mackman
Ms B Lee	Ms A Kennedy
Mrs J Longstone-Hull	Mr J Glaves
Mrs S Mathers	Mr G Gard
Mrs V Gard	Mr R Chisholm
Dr K Oldham	Gill Siddons (Assistant Manager)

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

Mrs G Siddons, Assistant Manager/Pharmacy Technician - Chair

Agenda items	Notes	Action
Welcome	Gill welcomed everyone to the meeting and thanked everyone for attending. Two speakers attended the meeting – Kate Russell (Health Trainer) and Suzanne Rutter (Communications and Partnership Officer in the Communities portfolio at SCC.)	
Kate Russell	Kate is a health trainer who works with patients in our practice. Kate can help patients for about 2 months on a 1 to 1 basis with fitness suggestions, weight loss, healthy living and stopping smoking. She runs clinics in the practice on Tuesday and Thursday afternoons but also does sessions for patients in Woodhouse Library. Kate is in the process of finalising her next healthy living event in the library which will be on Friday 30 th October. There will be stands from the Alcohol Advisory Service, City Wide Alarms and smoke free Sheffield amongst others. Kate has had some patients who have decreased their blood pressure after working with her. She has had another patient who lost a substantial amount of weight which then put his diabetes more under control. Patient can self-refer by picking up a leaflet at reception or by asking any clinician.	
Suzanne Rutter	Suzanne came to talk about her role with the Prime Minister's Challenge Fund and the Citizen Reference Group. A flyer is attached to these minutes. Suzanne is keen for patients to join the group. One of our patient forum is a member but has not yet made a meeting, another has been invited to join but was put off as the meetings were all in the daytime when she works. Suzanne explained that patients can still join and get information even if they couldn't make the meetings. Suzanne said the service was also looking into the timing of the meetings to enable workers to attend.	
Care Homes	All our care homes are invited to the forum meetings and are sent a copy of the minutes.	

<p>Review of last minutes</p>	<ul style="list-style-type: none"> • The forum wanted more appointments for workers available online. The practice had reviewed this. All appointments available on line would be available to all patients so could be booked by patients who did not work. This would reduce the amount of appointments available for workers. By having specific appointments available on our booking system in the practice, the reception team can reserve these for people who work. The forum understood this reasoning and approved of tis way of managing worker appointments. • A forum member asked about the closure of the practice between 12noon and 2pm. The practice has a receptionist available 12 noon to 1pm. Clinics are now running over lunchtime. The phone lines remain closed 12 noon to 2pm. The practice is also looking at increasing the services we offer on Thursday afternoons. The forum thought this was a good improvement. • More blood appointments and GP appointments early morning and late night. The practice has extended the late night GP clinic and the last appointment is now 18:55. There are now Healthcare Assistants working from 7:10 am on Thursdays. We cannot take blood samples later in the day because they cannot be transported to the hospital in time. • Building work. We have applied for funding to expand the practice but this has not been approved as yet. The practice was hoping to get this work underway as we are struggling for rooms. We are now in negotiation with NHS England to see if there is possibility of releasing the money sooner rather than later. 	
<p>Team Changes</p>	<p>There are 4 Registrars now at the practice. Dr Rachel Marsden, Dr Alice Baldwin, Dr Philip Oliver and Dr Ken Oldham. We also have two doctors on placement until December. These are Dr Will Brookes and Dr Rob Sandler. The practice has two new receptionists; Charlotte and Gill and a new nurse Rachel Fletcher. We welcome all these people to our team.</p>	
<p>Trainee GPs</p>	<p>Dr Ken Oldham spoke about the training programme for GPs. GP trainees often have a wealth of experience to bring to practices. They have all worked in other specialities in other areas of the NHS such as Paediatrics, obstetrics, gynaecology, psychiatry, general surgery and emergency medicine. A good number will have been specialist trainees in these and other areas before deciding on a career in general practice. General Practice attracts doctors who take a more holistic approach to patient care- they are interested in people and not just disease. It takes a minimum of 10 years to qualify as a GP by which time they will have experience in just about every area of medicine. When doctors are deciding where to complete their GP training, they visit the practice, chat to the team and their tutors before submitting their choice. At the end of their training they fill in a questionnaire about the practice. The practice has just received</p>	

	<p>the latest results from these surveys. It states that 10 out of 10 Registrars would recommend Woodhouse Health Centre as a training practice.</p>	
<p>Satellite Unit (Prime Ministers Challenge Fund)</p>	<p>At the last meeting the forum discussed that the practice had been successful in its bid to become a satellite unit for the city. The Satellite Unit opened on Thursday 1st October. When patients phone their practice after working hours and at weekends they go through to the out of hour's service who decides if the patient needs to be seen by a clinician. Before the service opened, patients had to travel to the Northern General Hospital to be seen. Now patients will have the choice to attend a satellite unit closer to home if the clinician feels this appropriate. The units will be staffed by GPs from the city and nurse practitioners. The practice has a new team of receptionists to cover the unit. The unit is open 6pm to 10pm Monday to Friday and 10am to 6pm at weekends. Only patients who have a pre booked appointment with the out of hours service will be let into the building. The team have no access to the day to day practice systems.</p>	
<p>Car Park</p>	<p>Another reminder about the car park was mentioned. The car park is for staff use only as detailed in the sign at the entrance to the car park. There had been an incident in the last few weeks where an ambulance had been called for a patient. The ambulance could not get into the car park and when it did get in had problems turning round this was due to cars had been parked in spaces that are not official car parking spaces. Patients were also sat in cars waiting for relatives either in the clinic or in the practice. The forum agreed to let other patients know about this situation and parking in the car park.</p>	
<p>Travel Vaccines</p>	<p>The forum discussed the provision of providing travel vaccines for patients. This service is extra to the services the practice is expected to provide in our NHS contract. There are travel clinics available at the Darzi centre and at the Royal Hallamshire Hospital although these places do charge for the service whereas GP practices don't always charge. As the practice has a new nurse starting the group debated whether the practice should re-introduce this service. After a long discussion it was agreed that the practice should catch up and reduce the waiting times for the national vaccination programme and any other services that had had increased waiting times due to the lack of nursing team. This would be reviewed at the next meeting.</p>	
<p>Medication review dates</p>	<p>Some patients asked how they were to know when their medication was due. Gill informed the group that review dates are always listed on the right hand side of the prescription along with any other messages the practice have. Some pharmacies also let patients know when their review is near. Patients were concerned that they may not get their medication if they forgot to get their review or could not get an appointment in time. Gill reassured the group that if this was this case a GP would look to see if it was safe for a patient to have a further supply of medication past their review date. It was asked that sometimes review dates are put back so</p>	

	<p>patients are not making appointments for their regular checks. Gill explained to the group that the review date was only one way we have of ensuring patients' medication is reviewed and that we also have a recall system that calls patients in for reviews irrespective of their medication review date.</p>	
Healthwatch Visits	<p>Healthwatch have announced they are starting "enter and View" visits in GP practices. They look at ambience; welcome to the practice and patient experience not clinical competence. Healthwatch then feed back to the practice.</p>	
Flu Clinics	<p>One forum member asked why patients were given an appointment time for this year's flu clinic and not just the time of clinic. Gill agreed to find out if there had been a change to previous years and why. Post meeting note: Appointments were given this year to try and reduce patients queueing at the flu clinics.</p>	
CQC	<p>CQC are inspecting practices in the Sheffield area, so we may get be visited in the near future.</p>	
Next meeting	<p>The next meeting will be on MONDAY 14th December at 6pm in the practice. Dr James Attwood and Dr Philip Oliver will be attending. We would like to do a question and answer session so please submit any questions before 7th December. The minutes for this meeting are to be emailed out and available on reception from 30th October. We will be discussing the process of obtaining medication following a hospital visit or admission.</p>	