

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

**MINUTES OF PATIENT FORUM  
HELD  
MONDAY 16<sup>th</sup> JANUARY 2017**

**Present:**

Miss Y Tolliday	Ms D Mackman
Mr. R Chisholm	Mr G Parker
Ms B Lee	Mr J Glaves
Mrs P Kilner	Mrs J Longstone-Hull
Ms A Kennedy	Ms J Parker
Mr H Constable	Mrs L Randell
Ms P McCartney	Mrs T Flynn

**Apologies,** Mrs C Hodkin, Mr R Webb, Mrs M Constable

Mrs G Siddons, Assistant Manager/Pharmacy Technician - Chair,  
Dr G Lovelock (GP registrar)

Agenda items	Notes
Welcome	Gill welcomed everyone to the meeting and thanked everyone for attending.
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 this meeting and to invite their representatives to attend.
Review of notes from last meeting	<ul style="list-style-type: none"> <li>• The TV contract has been extended.</li> <li>• The satellite unit is doing well and is full most nights. The hours were changed over the Christmas and New Year holidays so that there were reduced hours on some weekends but extra GPs following the bank holidays. This worked really well. We still have a nurse will can do BP checks, ear syringing, blood tests and asthma reviews at weekends. These appointments are only bookable via your GP practice. The forum asked that the reception team offered these more often and that the practice publicises this. The satellite pilot is due to finish at the end of March 2017 however it looks like this will be extended for a further 6 months. The practice has asked for this to be continued for another 2 years. The forum wants to get a petition together to keep the satellite open.</li> <li>• Extension. Despite submitting paperwork and forms to NHS England we still have no funding for this and no date as to when we can start work. Gill will keep the forum updated at each meeting.</li> <li>• CQC. One of the members asked about our CQC report. Gill confirmed the practice has received the report in September and had been graded "Good" in all areas with one outstanding comment.</li> <li>• One forum member has experienced difficulties in getting their prescription early for Christmas. This had been resolved. It was explained that the practice had allowed for the early issue of repeats due to the holiday.</li> <li>• Repeat dispensing. This was explained for those who were not at the last meeting. The practice was continuing to review patients to see if their prescriptions were eligible to be allowed on the scheme. So far approximately 200 new patients had been added. This did reduce the</li> </ul>

	<p>workload for reception. The project will continue for the foreseeable future.</p> <ul style="list-style-type: none"> <li>• Gill apologised that the practice did not produce a newsletter for the Christmas Period and would endeavour to get a spring newsletter ready for the start of March so that it can be added to the TARA newsletter which goes out at the end of March</li> <li>• Car park. There are still issues in the car park. People are still parking in the disable bay without a permit, patients are still using the car park and clinicians are being blocked in. We have recently had a staff car damaged by a patient.</li> </ul>
Neighbourhood working	The group had discussed this concept at previous meetings. In summary this is about practices that are close to each other working together to move services closer to patients. This work is a high priority in Sheffield and meetings are being held to move this forward as best we can.
Dietician	The practice is involved in a pilot whereby a dietician has been allocated to us for a few hours each week. The role of the dietician is to primarily work with care homes to improve the nutritional support they give to patients and to review patients in the community most of whom may be recently discharged from hospital. Health Professionals can refer to her. Gill agreed to ensure the Health Care Trainer was aware of the pilot. The pilot runs until March 2017. We hope that enough savings will be made for this to continue and to expand as part of the neighbourhood working.
Pharmacist	Gill explained her role as pharmacy technician at the practice. This involves implementing medication changes from the hospital, preparing prescriptions for the GPs and medication queries. The practice is looking at maybe employing a pharmacist for one to two days each week to help with this and potentially do medication reviews. This may save the GPs completing some reviews. The forum thought this was a very good idea and would support the practice in this.
Medication reviews	Some members had experienced being booked into the wrong person for medication reviews. Gill would feed this back to reception.
Poll on the website	The practice website has a poll available for patients to give their opinion on an aspect of the practice. This has previously been around opening times, online access and service alteration. At the moment there is no poll on there. The forum were asked what they would like to see, They decided they wanted a question about making patients aware of the nurse appointments in the satellite at weekends or making patients aware about our out of hours provision. The forum would also like a copy of the poll to be available on reception so that patients without a computer could have an equal say.
Efficiency company	The practice is working with a company to look at ways we can work smarter in the practice. The programme starts with the reception team but we will be looking at all teams in the practice as the programme continues.
Shared Medical Appointments	The practice is trialling this. This is where a group of patients with the same condition are invited to a discussion on how to manage their condition. The session is run by our lead nurses. The first session will be for diabetic patients this Thursday. Some of the forum had been invited to attend and will feedback at the next meeting.

Extra appointments	<p>The practice is providing extra appointments to help with winter pressures. Appointments over the two week Christmas period were monitored so the time that the last appointment taken for any clinician was recorded. The practice felt this was not a true reflection as special arrangements had been made in the practice for the Christmas period.</p>
Did not Attend	<p>The forum asked if the number of patients who missed their appointments had improved. It was reported that it had not.</p> <p>Reasons for not attending were discussed alongside the DNA policy for the practice.</p>
Sit and wait appointments	<p>One member asked why the practice did not do “sit and wait” appointments. This had been tried before but the demand for appointments is so great now that we feel this would no longer be safe.</p>
Pressures on the practice	<p>The group had a discussion about the press statements about pressures on the NHS and what it meant to this practice. Gill explained that despite extra appointments there were now an increasing number of occasions where there were no appointments left each day. Some practices in the city only allow a set amount of patients to be added to the doctor on call list before instructing patients to ring 111 or go to the walk in service. At this practice, we do not have a set amount of patients that can be added to the on-call list. Occasionally the receptionists will have no option but to refer patients to the walk- in centre or to ring 111. An increasing number of patients are saying this is not acceptable and are insisting that they be added to the list. The group were asked how they felt about this situation.</p> <p>The group discussed that more telephone appointments could be made available in place of some walk-in appointments to enable more patients to get advice.</p> <p>The forum asked Dr Lovelock what happens at lunchtime when the practice is closed. She explained that during that time the doctors conduct visits, review hospital correspondence, and catch up with other admin duties including signing of prescriptions. The forum asked if time for lunch was included. Dr Lovelock explained that where possible the clinicians did get lunch but that sometimes this is at the same time as completing administrative tasks.</p> <p>In conclusion the forum voted, by a large majority, that the GP on-call should be allowed to stop reception adding any more patients to the on-call list once they felt that the list was full and that they would no longer be able to help any more patients safely in the time they had. Reception should be instructed to direct patients to other services.</p>
Summary	<p>The meeting was a positive meeting with the forum being able to discuss the pressures on the practice, the demand for appointments and what the practice is trying to do to manage this.</p>
Next Meeting	<p>Monday 27<sup>th</sup> March 6pm at the practice.</p>