

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

MINUTES OF PATIENT FORUM
HELD
MONDAY 11th September 2017

Present:

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| Miss Y Tolliday | Mrs M Constable |
| Mr. R Chisholm | Mr H Constable |
| Ms B Lee | Ms D Mackman |
| Mrs P Kilner | Mrs J Longstone-Hull |
| Ms A Kennedy | Ms J Parker |
| Mrs L Randall | Mrs M Wheeler |

Apologies, Mrs C Hodkin, Mrs P Kilner. Mr R Webb, Ms P Mccartney
Mrs G Siddons, Assistant Manager/Pharmacy Technician -
Mr Howard Constable (Chair)

| Agenda items | Notes |
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| Welcome | Howard welcomed everyone to the meeting and thanked everyone for attending. |
| Review of minutes | The minutes of the last meeting were passed. |
| Care Planning | <p>Eileen Hall from the CCG attended the meeting to discuss with the group about care planning in the city and how the patient group felt about the programme.</p> <p>Eileen explained that person centred care planning was a structured way of looking after patients.</p> <p>The scheme recognised that not all patients in the city could be treated the same and that the programme was different in different parts of the city.</p> <p>The group discussed that this practice had chosen to focus on Diabetic patients, patients with other long term conditions and patients discharged from hospital if the clinicians felt they were at risk of readmission to hospital.</p> <p>The group discussed how shared medical appointments worked. The practice were concentrating on diabetic patients at the moment for this but once the model for completing these was efficient then this could be extended to respiratory patients.</p> <p>The practice has monthly meetings where pharmacists, community support workers, dieticians, practice nurses, GPs, pharmacy technicians, health trainer, community matrons and district nurses are invited to discuss any patients that have completed a care plan that month. This group shares information to see what further help the patient may need.</p> <p>Eileen bought a report available for anyone to read about person centred care and the vision of the CCG. It was discussed that after the 5 year programme, care planning would still continue.</p> |
| Building | The practice are having a meeting with NHS representatives, the builder and the architect on 25 th September with a view of signing off the project and being able to start end September or beginning of October |
| Satellite Unit | <p>Gill gave an update on appointments in the satellite unit.</p> <p>There is now a Healthcare Assistant working in the unit alongside a nurse and a</p> |

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| | <p>physiotherapist. A leaflet was given to the entire group about the Healthcare Assistants and the Nurses.</p> <p>The physio appointments are a 15 minute triage appointment with a physio who will assess the patients and decide what if any further care is needed. These appointments can be booked by the reception team.</p> |
| Nursing team update | The nursing team had prepared an update for the forum. A copy of this is attached to these minutes |
| Prescription leaflet | The group had asked for a leaflet on how to order prescriptions. The leaflet had been produced and would be given out from reception from 12 th September. It explained how to order a prescription, how to use the repeat dispensing scheme and some top tips on ordering prescriptions. The group approved the leaflet. |
| Access to practice | <p>The current opening times at the practice were discussed. It was explained that when the doors were locked, some clinics still happened so patients would be able to ring the bell to get into the building. Appointments during this time had started to happen due to the increase in demand for appointments.</p> <p>The group were asked how they felt if we improved access by opening the doors on Thursday afternoon and have a reception team available to book appointments, hand out prescriptions and answer queries. The group thought this was a fantastic idea and welcomed the change. The group appreciated that this would cost the practice more as an extra receptionist would be needed.</p> |
| Health Trainer | Lucy Beal is our new Health Trainer and starts 12 th September doing 2 clinics per week |
| Community Support Workers | Naseem, our community support worker, works closely with the practice to help patients with non-clinical needs such as benefits and aids in the home. There is now a team of community support workers in the area helping in this line of work |
| Feedback from CCG meeting | Howard had been to a meeting at the circle. He felt it was not a good meeting from a patient perspective and would not be going again. He also said that if anyone else wanted to go to another meeting, they were welcome to go to see if they found it any different |
| Ear Syringing | This is no longer the preferred way to treat ear wax. The practice asked if they should offer ear syringing at the satellite so that appointments could be freed up in practice for other appointments. The group thought this would be a good idea but only if patients that did not want to attend the satellite were offered an appointment at the practice. |
| New housing estate | <p>The group were worried that the new housing estate being built in the village would add more patients to the practice and so increase waiting times for appointments. The group discussed if the practice could stop taking on new patients, how the practice was going to manage as they felt the new building would not really help fulfil the extra appointments needed.</p> <p>It was decided that access to the practice, waiting times for appointments and who does what in the practice would be the main focus for the next meeting.</p> |

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| Date of next meeting | Monday 11th December 2017 |
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Patient forum 11 Sept 2107 – Nurses

As a nursing team we continue to be extremely busy, we thank-you for your continued patience in getting an appt to see the health care assistants (HCAS) and the nurses. Sian leaves us on Wed 13th Sept to start her nurse training on 16th Sept. She is hoping to do some locum shifts for us when she has settled into university. We will miss her very much as she is a great asset to the nursing team and she will make an excellent nurse. We all wish her good luck.

- All patients on the heart disease and stroke registers will now have an extended appt (20 minutes) with the HCA for bloods, BP, BMI. The PN follow up appt is no longer necessary, unless any problems are identified at the appt with the HCA. The PN will look at the blood results and will invite you back if there are any problems with the blood test results. The medications will be re-authorised by either the PN or GP using the patient's records.
- All stable & well controlled diabetic patients will continue to have their blood tests every 6 months but will only see the PN annually unless any problems are identified. The PN will invite you back if there are any problems with the blood test results.
- We are now offering asthma telephone appts on a Wed afternoon with Kathryn or Lesley. We are hoping to expand this with Sarah & Rachel offering some telephone appts. Telephone asthma appts are only suitable to > 18yrs and if you consider your asthma to be well controlled.
- We have 3.300 flu vaccinations to administer this year. Please be aware that in October, we will only be offering limited HCA & PN appts to try to ensure that everyone who is entitled to a flu vac gets one. Flu clinics start Thursday 28th Sept and will be almost daily throughout October.
- We are hoping to offer another 2 shared medical appointment group sessions and hope to involve Sarah in these sessions. We plan to focus on these after completing the flu vaccines.
- Following a borderline blood test result screening for diabetes, some pts are being asked to collect a letter from reception, to explain about a referral to the Diabetes Prevention Programme (DPP). The NHS DPP is a free programme to >18yrs who have been identified as being at risk of Type 2 diabetes. The DPP aims to help pts take control of their health and supports pts to make changes to diet, weight and exercise. It is a 9 month programme, working with a trained health coach in a group setting.

Lesley Platts/ Kathryn Holland (Nurse Team Leaders)