

Sherwood Medical Partnership

Clipstone Patient Group

27 November 2014 - Minutes

1. Introductions & Apologies for Absence

Attendees: Pat, Hilary, Theresa, Rachel, Sue, Karen, Jacqueline, Sheila, Matt Doig (Practice Manager), Emily Denny (IT administrator)

Apologies: Ian, Fliss, Helen Vick (Location Manager)

2. **Practice news/updates:**

After 3 years of planning for the new building we are finally on site, the whole build will be covered by local press which includes ceremonies and open days etc. It is due to be finished on 25 August 2015, although this is not guaranteed. Matt went on to say he never really understood until recently why it was such an achievement to get on site and have a picture in the hard hat but after all the hard work and time it has taken he realises now that it is a symbol of finally progressing.

Once the building is all finished there will be an official opening where patients can come and have a tour. There will be road crossings built near the roundabout for safety. The building will also include 66 car parking spaces in total.

It was queried what the building we use now would be used for after we've moved to the new site. Matt made it clear that the building not being kept open as part of our surgery. It is owned by NHS Property Services so it will ultimately be their decision, they will try to find another use for it but if not it will just be put on the open market.

We are now open every Saturday with a Doctor and a Nurse for pre-bookable appointments. Two thirds are held here at Clipstone Health Centre whilst the remaining third is held at Farnsfield Surgery. Patients from both locations are able to book into either surgery for Saturday appointments. From December through until March funding has been secured to enable 2 extra Doctors to work each Saturday. This will include Dr Nayak (who is currently covering Dr Jack's adoption leave) and alternating GP partners.

Dr Bartholomeuz started working for us at the start of November doing two days at Clipstone and 2 days at Farnsfield. This has allowed us to use locums less which in time create more consistency for patients which is a major known issue.

Dr Barker is finishing her placement here in December but we will have two new registrars joining us instead; Dr Stephanie Hill and Dr Muhammad Hameed.

We have recruited two relief Nurses to help with the demand for appointments lately due to planned and unplanned leave.

Dr Webster from Farnsfield Surgery will be leaving us in December as she has been offered a partnership in another practice. Replacing her will be Dr Shoeb, she will join us in March 2015. Dr Shoeb was a registrar with Clipstone and we are very pleased for her to join the practice; she will work three days at Farnsfield and probably one day at Clipstone. Dr Jack is due to return in April 2015 doing two days per week. All Doctor appointments are pre-bookable eight weeks in advance so her appointments should be available to book around February / March time.

The SystmOne units for Farnsfield and Clipstone will merge in January which will then mean patients can book appointments at either location for any day or time. This doesn't mean patients will need to make appointments for Farnsfield if they would prefer to be seen at Clipstone and vice versa but it may be more suitable if there is a particular Doctor, day or time that would be best for you and it is only available at one of the locations.

From 1 December we will introduce the 'Friends and Family Test' which is made up of two questions. 'How likely will you be to recommend this service to a family member or friend' is the mandatory question but the follow up question can be varied if needed; it could be generic e.g. 'can you say why you chose this answer' or it could be changed to something more specific e.g. about the phone systems etc. The questionnaire will be available both online and at the surgery; it is not a temporary survey and will need to be done continuously after a patient has been seen by the clinician. The results will be reported regularly which will allow us to have up to date information about things that may need improving within our practice. This should be useful to help identify problems that may be unknown to us and could allow us to identify themes.

3. PRG DES

There is no longer the need to do a survey like previously, it has already been agreed that there will be three areas which are looked into. The three areas will include the merging of Clipstone and Farnsfield, Saturday appointments and Farnsfield telephone lines with another area specific to Clipstone to be agreed.

It was mentioned by Pat that aggressive patients could be a good choice for a third area but Matt assured Pat all that could be done was already in place, including warning letters and alerts.

Pat also queried if it would be possible to start a support group for a few areas that were common among our patients. Ideas included: long term conditions, MS, breathe easy, bereavement counselling, autism. Matt confirmed that in the new building there would be a health promotion room that could be used for this exact thing which would allow patients more control of their care, more information about areas of their conditions if they wanted it. Matt agreed he would take this into consideration.

There has been a long term issue of continuity of care in regards to seeing the same Doctor. There are cards already in place that allow patients to see the same Doctor for follow up appointments if the Doctor feels that it is beneficial. Unfortunately this is only useful for ongoing problems, when you want to see a Doctor for a new problem there is no system in place to do this other than wait for the next routine. There are no easy solutions for this issue but it is something the practice could look at.

There is a new procedure in place to reduce the risk of being wrongly referred when seen by a locum GP; if a locum GP has referred you for something that we offer as an Enhanced Service here at the surgery the Secretary will pass the referral onto a GP Partner that will decide if the referral is needed. If it is something that can be done in-house the patient is made aware and given an appointment.

There is also a new scanning system in place which assures letters from hospitals etc. are passed onto the Doctor the patient has seen the most, or referred if possible. This is beneficial for patients that see a particular Doctor regularly so they are informed of the consultations and actions made externally.

It was agreed that the third area for Clipstone would be looking at continuity of care and ways this can be provided. Matt will discuss with GPs and report back at the next meeting with proposed actions to agree together.

4. Newsletter

It was agreed that the newsletter will include information about the practice looking into the problem with continuity of care so patients are kept up to date.

Instead of Farnsfield and Clipstone having two separate newsletters there will be just one between both sites. Overall everyone is happy for this to go ahead. The next newsletter due will also have a 'Meet Dr Bartholomeuz' as he is working across both sites. There will be a picture of him for patients that have not met him yet.

Patient Online Access to Records Pilot has now finished. The results are still being evaluated and if they come back mostly positive it may be possible to have the access to records more widely available. Currently only 46 patients have this ability and the access will not stop for those even if the access is not granted wider. The targeted patients were those with long term conditions who we thought would really benefit from having this facility so they had more control over their care.

A picture of the building ceremony may also be in the newsletter.

5. Date and time of next meeting

29th January 2015 at 11:00am

6. A.O.B.

None.