

Sherwood Medical Partnership: Farnsfield Patient Group

Minutes of meeting held at Farnsfield Surgery on 2nd July 2015 at 6.30 pm

Present; Matt Doig (Practice Manager) Claire Vincent (Location Manager) Roy, Martyn and Margo

Apologies; Dr Porter and Nick

Matt welcomed everyone to the meeting and introductions were made.

Staffing

We have now recruited a GP, Dr Nicola Lewis, who will be covering annual leave over the 3 sites. Dr Lewis will be starting in October once she has completed her training. As of August we will have a registrar here on a Monday working alongside Dr Bartholomeuz. It was asked what the background of a registrar was which Matt explained that. A registrar has completed their medical degree, spent at least two years training before specialising and can either be in their 1st, 2nd, or 3rd year of GP training. Our registrar will be in their 3rd year of GP training. Having a registrar here is an effect way of providing more appointments; the only downside is that the registrars are only usually here for 4 or 8months. Some of the registrars we have had work here previously have returned and become permanent GPs, such as Dr Shoeb.

Prescriptions

Matt and Claire have had positive feedback from patients regarding the issues with prescriptions and have fewer complaints and issues. It's a lot better as patients are able to put a face to a name instead of feeling as if they are calling a call centre miles away. We are aiming to have a prescription clerk here full time. Roy called into the pharmacy and asked them how they were findings things and they say they are running a lot more smoothly.

Phlebotomy

Access to phlebotomy appointments have continued to be good, some appointments left over each day. Matt feels we have cracked the problem now with the Phlebotomy appointments. Feedback was received regarding concerns around the nurses & phlebotomy's taking blood with patients who are difficult to bleed. Matt and Luella (lead nurse) have met with Carl and agreed to do some extra training sessions with the nurses & phlebotomists' and share his technique. Claire will contact Carl to arrange.

Phone System

We now have the phone system fully installed with the 4 lines hopefully this will reduce the wait time on the telephone and frequency of getting an engaged tone. We also have the option to leave an answer phone message for prescriptions and appointment cancellations. These can still be left even when our phones are over to the out of hour's system. The messages are checked regularly by

a receptionist/ prescription clerk. Eventually we will have the option to be put through to a prescription clerk if you have a specific questions/or concern. This will be once Clipstone Health Centre has moved to Crown Medical Centre.

Reception Team

We are currently working on building close relationships with the receptionists from Clipstone and Rainworth to get the feeling of togetherness and being a team. Our training sessions are now combined and the reception staff, at Farnsfield, will be going in to uniform. The staff were given the option of whether they wanted to be in uniform or not and the majority opted for a uniform. Historically Clipstone and Rainworth have always been in uniform. We will hopefully start wearing them August – September time.

Car Park

The car park has been a concern over the years and we are looking into options of re-designing the car park so we have more spaces available and to improve the quality. Matt and Claire had a meeting regarding what could possibly be done with the car park. Options are to tarmac it or having gravel re-laid with marked spaces, if finances will allow.

Results of Friends and Family Test

The friends and family test is now mandatory for all practices. This is a quick and easy form to fill out asking patients how likely you are to recommend the surgery to friends or family following your recent experience to the surgery. This can be filled out following any experience at the surgery not just for an appointment. We have to report the results of the friends and family test which are made public. For June our score was 83%. Other months have varied considerably but the uptake is low so the information is not very reliable. We need to increase uptake to get more feedback from patients. The forms can be filled out after each visit to the surgery.

Complaints

The surgery has only received one written complaint within the last few months. We have received a few verbal complaints regarding the wording of the Long Term Conditions letter which has been addressed and the letter re-written. Issues with prescriptions have reduced.

Appointments

Margo asked what our current waiting time is for a routine appointment with a GP. This is roughly a week however we do have the same day urgent list appointments if a patient needs to be seen sooner than that. Although we'd like the wait to be less, a week is considerably less than some local practices where the wait is 3-4 weeks.

Chairman and Stakeholder Reference Group

Matt briefly explained the role of being on the stakeholder reference group (SRG). The SRG is a committee of Newark and Sherwood Clinical Commissioning Group and has representatives from most practices. Members of the group feedback issues at practice level and discuss developments within the CCG. Matt will get more information as to what the position entails for the next meeting.

Roy suggested he would be happy to be the representative for Farnsfield Surgery for the SRG. Due to only a few being at the meeting it was agreed to put it to the rest of the PPG for their thoughts and comments.

Chairman for Farnsfield PPG

At the last meeting it was discussed whether we felt the group needed a chairman or if they were happy for Matt to carry on and chair the meetings. Everyone in agreement that it works well as it stands with Matt chairing the meeting and if the patients have any problems they wish to discuss they can bring the matters to Claire's attention and she will put on the agenda.

Agenda for next meeting

- Dementia Review which Roy attended at Southwell Race Course on Friday 3rd July.
- More details regarding the Stakeholder Reference Group.

Date of next meeting – Thursday 10th September at 6:30pm at Farnsfield Surgery.