

Field House Medical Group

Notes of the Patient Group Meeting held on Thursday 10th August 2017

Present

Mrs Barker, Mrs Stephenson, Sara Dockray John Noton.

Apologies

Mrs Davidson, Mrs Templeman, Mrs Axelson

Agenda items

Matters Arising – recruitment update, Appointment cancelation line

Constitution

Suggestions from Suggestion Box

Extended Hours

Shared Care Across Practice Groups (Federations)

AOB – Flu Invites, Protected learning afternoons

There was discussion about the low turnout and whether there were any other actions to improve this, John to investigate whether a text reminder could be sent to members 48 hours before

Matters Arising

Recruitment Update – John explained Dr Helen Macrorie has now joined us on a permanent basis which will increase capacity, and durability. We are also involved in a Humber wide overseas recruitment programme, but that has not progressed any further as yet due to the current political climate. We are also looking to increase our nursing hours to increase capacity but again recruitment of experienced staff is quite difficult.

Appointment Cancelation Line – we discussed this, as suggestions had come forward from the staff about changing the current set up either to add an option four to cancel or change the current set up and offer one option for all enquiries and one to cancel appointments. As there were few members present John has suggested sending out a survey link to our e-mail group to gain views for any support or ideas for changes

Constitution

This item was deferred due to a small number of members being present

Suggestions from Suggestion Box

There had been two suggestions

1. Concern about the confidentiality of the self -check in machine, there was a suggestion to put a screen around this. It was agreed this may stop people using it, action has been taken to change the seating layout and we would welcome feedback from members on what they thought and any other suggestions
2. Update on meet your team photos – some members of the team do not want their photo taking but john will explore and see if these can be easily updated

Extended Hours

The practice are now offering face to face appointments on a Tuesday evening for an hour with a GP, 2 Nurses, a health care assistant and pharmacist. There are also booked telephone follow up appointments before we start in the morning. We will review how this goes but are trying to be flexible to accommodate working people

Shared Care Across Groups of Practices (federations)

John explained that there is a national push for practices to work more closely together. The current proposal is around care for chronic diseases in the practice and community. John explained the three practices in this building and Pelham Medical in Cartergate are trying to work together. The proposal is for initially to identify the complex patients and agree a simple care plan. Then agree common protocols, data collection templates. We would look to build on this by holding multi GP meetings to discuss difficult cases and get views and advice as well as share learning. We are hoping to build our existing community services to provide greater support and for larger numbers and possibly hold some group educational sessions. It is still very early in the process and this will develop further.

AOB –

Flu Invites – we are considering a slightly different approach for when we send invitations after the first drop in session, to use a postcard rather than a letter, but are concerned whether this may breach confidentiality? We discussed this and for the over 65s this may not be an issue and if the invite is general it may not compromise any issue. We discussed that pharmacies are now offering this vaccination but we would like to try different approaches to increase uptake. It was felt it was worth trying.

Protected Learning Afternoon – Mrs Barker asked about these sessions, John explained it was time away from patients for staff to undertake learning, examples have been around a specialist coming to update on Parkinson's disease, contraceptive updates, child exploitation. The single point of access covers and GPs from the Scunthorpe area provide GP cover and are based with SPA staff. The area plan as done elsewhere is to deliver it in a more effective and standardised way. John will ask for information later this year that we can use in a patient newsletter

Date of Next Meeting

9th November 2017 6.00pm