

DUNELM MEDICAL PRACTICE

PATIENT FORUM MEETING

Wednesday 12th November 2014 at 1.30pm-2.50pm

Present: Dr Geoffrey Welsh, Helen Collier, Theresa Huddart, Carol Greenwood (minute taker), Christopher Trafford (medical student), IC, AH, RSB, IC

1 Apologies for absence
TC, RC, VW

2 **Minutes of previous meeting – 10th September 2014**
The minutes of the previous were agreed as a true record.

3 **Matters arising**

- 3.1 Posters sent by Louise Harlanderson, Durham Community Action Group advertising the Patient Senate have been displayed at each site. Louise is a good contact and advocate for patients for providing feedback to the CCG.
- 3.2 HC reported that the Elekiosks have been installed at all sites and the initial feedback report has been distributed to patient forum members for consideration / comment. More work needs to be done in increasing the uptake of patient feedback.

Sister Shaleen Christie (SC) is doing a lot of work on infection control. There was a comment that nurses do not wash hands before taking bloods but we believe this was the temporary nurse who is no longer with us as a result of the practice being made aware of this concern. Our nurses are very mindful of infection control.

4 **Terms of reference**

- SC will be the nurse representative and is looking forward to being involved.
- A question was raised on how the discussions are relayed to the partners. HC informed the group that the minutes are available to everyone and issues are picked up at the partners' monthly meeting unless there is something that needs addressing swiftly. Dr Welsh is in attendance at the meetings. It's preferable to have a representative from each practice. Dr Welsh will seek a patient representative from Gilesgate
- Louise Harlanderson is trying to encourage people to attend the CCG forum. Dr David Smart has taken up the role as clinical chair of the North Durham CCG. IC may be interested in being a rep in the future.

5 **Elekiosk/Friends and Family update**

HC encouraged the forum members to try out the Elekiosk. Dunelm are one of the early adopters; most adopters were Derwentside practices. HC is fairly confident of the results but need to ensure there is representation from ethnic minorities.

Dunelm is piloting the Elekiosks and the practice can develop its own questions to focus on areas eg people's views on the building refurbishment etc

Number of DNAs will be displayed on screen. There is a DNA policy in place; a warning letter is sent to the patient when there are three or more non-attendances. If the absences continue it is raised with one of the partners to see if there are any mitigating circumstances before a letter is sent informing them of removal from the patient list.

Action

GHW

TH said there is a league table available on NHS Choices which is not widely known. Comments can be left on NHS Choices (similar to Trip Advisor) which is helpful when being inspected by CQC. TH asked members to leave comments on the website

<https://www.nhs.uk/Services/GP/LeaveReview/DefaultView.aspx?id=42646>

All

6 Access to Mental Health Services

- Posters have been displayed in the waiting rooms about accessing mental health services without the need see a GP. Sue Bradley will be re-directing patients to Talking Changes, CBT or wherever appropriate if necessary. The service will be reviewed if Sue Bradley receives inappropriate appointments.
- One forum member highlighted a gap in the access for mental health services for children / young people and was speaking from personal experience. North Durham provide good support but not the case in Tees, Esk, Wear Valleys where there are sometimes several months waiting time. HC suggested raising the issue with the Durham Action Group and would have a separate meeting with the forum member.

HC

7 Premises Update – TH/HC

- The bid for improvement grant funding has been successful and work will go ahead to maximise the loft storage area; downstairs will be upgraded for infection control, reception area will conform to disabled access, and the first floor will be extended. However, the work must be finished by end of March 2015. Planning permission and building regulations are awaiting approval and currently in discussion with architects, surveyors and sub contractors. It will be a challenge to meet the deadline. Patient safety will be paramount while the work is going on, therefore it's expected that some clinics will be affected while the extension is in progress.
- One forum member said there was a lot of space available at the community centre and good in terms of access and parking. TH is looking at medical grade portable cabins and other options such as having a temporary service at another practice and decanting staff to other sites. The two consulting rooms at the front of Kelvin House can be used safely. Good contacts would be Barbara Sewell (community centre), Jim Lincoln and Norman Anderson (working men's club).
- The upgrading of Framwellgate heating system is scheduled for 22nd November. Framwellgate will be closed during the weekend so that contractors have it completed and fit for business by Monday morning. Bearpark Surgery and Gilesgate Medical Centre will be open on 22nd November during this time.

TH

8 Movement of Practice Nurses

- A member raised concern that practice nurses are moving between sites, patients like to have the same practice nurse whom they can trust and have continuity. Also concerned that accidents might happen.
- HC explained that we have lost a practice nurse at Gilesgate and had lost another at Framwellgate but has since returned. Both said that if they were able to move around they would have been less likely to have looked for alternative employment. GPs rotate and currently we do not have full capacity of nurses; this is the best way of managing demand.
- SC has increased her hours and now working 5 days. Another problem we face is that we do not have rooms available all the time. There has

been positive feedback from other sites. There is a shortage of nurses in the region and we had filled gaps through external agencies but not up to Dunelm's usual standard. The practice would prefer to extend the hours of our existing team rather than recruiting a nurse two days a week which is not up to standard.

- A member suggested that it could be a communication issue; however HC commented that she had put up posters in the waiting rooms and website. Sister Tracey Mason (TM) is taking exams at advanced level which if successful would be an opportune time to broadcast the positive news.

9 **Any Other Business**

- 9.1 A member received a cold call from someone who said they were from the NHS offering a collect and delivery prescription service. TH said there had been instances of cold calls in the Newcastle area and does not appear to be a bona fide organisation. The organisation is probably going through the electoral service and trying to gain information from the patient to set up a delivery service. TH will arrange for a statement to go on the website. TH
- 9.2 *Complaint from patient* – HC received a letter from a patient who has injections administered on a 3 monthly basis. The patient complained because she wanted the practice to be responsible for booking an appointment for her 3 months ahead as had been done by the previous practice manager. HC said she would investigate with the GPs who allegedly said she could do this and also ask the views of the patient forum members. It was agreed by the members that it was not a reasonable request and the patient should take responsibility. HC
- 9.3 TV screens are being installed at each site to broadcast news and information and will greatly reduce the need for posters. The pharmacist will have her own page as will the counsellor. There will also be a ticker tape system for the latest news.
- 9.4 A letter had been received from one patient forum member asking if GPs availability could be put on the website two weeks in advance so that patients could choose their GP. HC said it would be very difficult to put up this information because the rotas change frequently and the content is done by an external web master so it would create additional work. However, a simple solution would be for the receptionists to inform patients who they are being booked in with or when the GP of their choice is at their practice.
- 9.5 Summary Care records will be available to view online by the end of March.
- 9.6 Scott Greenwood will be joining us mid December and will be responsible for information technology (IT) and quality.

10 **Date of next meeting**

Wednesday 28th January at 1.30pm. Bearpark Surgery