

Castle Street Medical Centre

May 2015

Present: Grant Stothard (chair), Guy, Mandy Wareham, Karen Bestwick (practice manger), Michael Leaney, Jean Railton, Hazel, Mary, Debbie, Anne Ashton, John Harshaw, Geoff, Collette, Anne Mcshee.

Apologies: Dr Kar, Jackie King-Owen.

Collette will be starting System 1 training in June this is open to all district nurses. All heath and safeguarding can now be imputed onto the system. Patients still have a choice as to what information is shared. Problems are going to occur as some surgeries have chosen to use EMIS rather than System 1. Please note that information viewed is subject to clearance level awarded to viewer so not all information is not shared.

Next PRG meeting is the 19th May, Grant and Guy to attend and feedback to group.

Open Day

From the last meeting it has been decided to invite Macmillan, Enable, DCC, Safety team Bolsover Council, Heathy Eating DCC, The Falls service, Bolsover Freedom project, Red Cross and Credit Union.

Anne M to contact Enable and sort out attendance.

Karen to put up poster in surgery and staff on reception will promote the Open day.

Karen will check with The Falls Service if people can self-refer as it was unclear as to the current procedure.

Jean informed the group that after a recent fall and using her care line she was attended by two lots of Paramedics and an Occupational Therapist. Whilst this was over kill it was due to the care line procedure.

Discussion around the use of the 111 service confirmed that patients with long term illness should have access to a Right Care (care plan) this is accessible to the operative so should prevent having to go through the current questionnaire again this is not happening. Most of the group that had used the 111 service were dissatisfied.

Grant informed the group that the promotion project to be carried out jointly with the other two Bolsover PPG's has been postponed till later in the year.

Practise Update

Medication review -Paul is ensuring that all tests are carried out before seeing Ian for a medication review, Ian has now seen over 45 patients.

The recent consultation group work carried out at the surgery has concentrated on prescriptions, hospital communications and do not attend. Karen reported that this has been very successful and there are improvements in all 3 areas.

DNA currently are 3-4 patients per day. Due to this there is now an updated policy which can be viewed on the web site. Andrea will be sending out a DNA letter to patients. A total of three letters will be sent -if three go out within six month period the patient will be discussed in a clinical meeting and may be deregistered. Karen will be checking why DNA is occurring as appointments can now be cancelled on line as well as by phone this should be reducing the DNA. Guy asked can we flag frequent DNA to be asked by reception staff to confirm they are going to attend.

Karen is looking into SMS texting as NHS are only providing free texts till the September there will be other providers taking over.

Flo-patients needing extra reminders are getting texts messages.

From the consultations it has been highlighted that prescriptions are getting backlogged so there has been a reshuffle to share them more evenly between the doctors.

Hospital letters- every afternoon there's around fifty internal correspondence that needed to be seen these are now dated, scanned meaning that they are now visible for the doctor to see on screen as they are directly in front of the patient.

Letters arrive from DLA, Solicitors and general are now sorted into three piles action GP, no action -new prescription, information only. This means that around seventy letters that the doctor needed to see have been cut down to around fifteen this has been an improvement and frees up more doctor time.

The stress mountain model is being used by staff and the regular meeting called a huddle was run by a different member of staff each day which has allowed everyone to share their option.

The practice has currently 3,040 patients and rising.

Everyone agreed the Dr Kerry and Dr Carberry are both excellent and are encouraging new patients.

Karen feedback that the work of the PPG has increased the number of patients. The culture of Dr Kar has been that patients are treated like family and he has been instilling this good practise into his trainee Doctors.

Guy could we monitor the impact through the patient survey? Karen if there was a change it would go out to consultations but there would be no change from joining the MCP.

Collette had been talking to a person from VSPAR at care in community and reported that if they do not provide a service they can apply to the government to fund the service, they are to be based at Bolsover Community Hospital. Karen is going to contact them and invite them to attend the meeting.

Richard Haigh -Community Foundation worker for Community Voluntary Partner (CVP) and Coalfield Regeneration will be attending next meeting.

Date of next meeting June 8th 2015.