

ROYSTON GROUP PRACTICE - PRG

Minutes of meeting – 31.07.14

Present:

Dr A Vakkalanka                      GP  
 Angela Adams                        Practice Manager  
 Dorothy Linacre  
 June Whitelam  
 Joan Blackburn  
 Cllr Tracey Cheetham  
 Melvyn Devonport  
 Leslie Greaves  
 Margaret Tinker  
 J Marson

No:	Description:	Action:
1	Angela welcomed the group and introduced herself as the new practice manager. Angela informed the group of her past work experience and outlined her plans for the future of Royston Group Practice.	
2	<p>Angela and Dr Vakkalanka gave the group an update on the work being carried out towards the Unplanned Admissions Service. This is a new service introduced by the Government as a way for GP's to look after and monitor the patients most at risk of hospital admission, and to promote and improve community rather than secondary care. The practice has identified the top 2% of patients on our list who are the most frequent admissions to hospital or attendances at Accident &amp; Emergency. These patients will be allocated a named GP who will co-ordinate their care plans with themselves and other members of the multidisciplinary team. This service is in addition to all patients aged 75 and over being allocated a named GP responsible for their care.</p> <p>An issue was raised on behalf of a patient who stated that when they went to casualty (on the advice of one of our GP's), the Doctor in casualty commented that he 'knew where they had come from' – the inference being that we send many patients to casualty rather than do home visits. Dr Vakkalanka assured the group that this was not the case, and that all patients were seen or triaged and treated accordingly to their medical needs. He says the GP's do carry out home visits where indicated.</p>	
3	Angela informed the group that the patient call system was being re-set and should be up and running very shortly. Also, a new automated arrival screen is to be installed, which will hopefully reduce the waiting times at the reception desk. It was noted that the group felt a second staff member should be available to work on the reception desk at times of high demand. It was also mentioned that some of the reception staff have in the past, been somewhat obstructive and a barrier between the patients and doctors. Angela said she would be	

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	meeting with the staff on a regular basis and would hope that attitudes and customer service were considered by everyone. Angela will monitor staff performance regularly.	
4	The new telephone system was discussed and the group felt that overall this was a good system to have in place. The system allows patients to book change and cancel appointments as well as ordering regular repeat prescriptions using their telephone handsets. The system is available 24 hours a day, 365 days a year. Angela explained how patients could register for access to the system quickly and easily at reception.	
5	Angela gave an update on the various ways in which prescriptions may be ordered. These include the new telephone system, online via the clinical system, by post, fax or telephone. Angela is to check whether access to order prescriptions is enabled on the practice website.	
6	The planned extension of the surgery is still in its early stages; Angela explained that the slow progress was mainly down to the difficulties in arranging meetings with the relevant parties. A brief description of the new facilities was given. A discussion was had around the provision of new services. Dr Vakkalanka informed the group that the practice were undertaking training and should soon have approval to provide Warfarin monitoring in house, as well as taking over the shared care for patients receiving Zoladex injections. Angela assured the group that we are actively trying to get these services in place as soon as possible.	
7	The Diabetic Retinopathy screening team will be onsite during the first week of September to carry out the screening normally done at the hospital. All diabetic patients at Royston Group Practice will be invited to attend the surgery for tests to be done, if there is spare appointment capacity towards the end of the week, these appointments will be offered to patients from neighbouring practices.	
8	Cllr Cheetham mentioned the Health Board event on 1 <sup>st</sup> September at Royston Civic and asked if any members of the primary care team would be happy to go along to give any health advice, BP checks etc. Angela will ask during the practice meetings.	
9	Concern was raised regarding opticians (Specsavers) referring patients directly to the hospital. Dr Vakkalanka gave an outline of the current arrangements with regards to the referral process.	
10	Date and time of next meeting: Wednesday 24 <sup>th</sup> September at 6.00pm	