**GRANGE REVIEWERS MEETING**

**3rd December 2019**

**Minutes**

Attendees:

* Noelle
* Winifred
* Adrian
* Dav
* Nicola
* Lisa

Apologies:

* Sandra
* Tony
* Martin
* Sue
* Cath

**Welcome and introductions**

Martin sends his apologies and has asked Noelle to chair the meeting in his absence. The decision was made, with only three patient group members attending, to quickly go through the agenda and have a full meeting in January 2020.

**Actions from previous minutes**

The decision was made to defer non urgent actions from the previous meeting to the meeting in January.

Actions to defer:

* Look at a trial of MJOG.
* Adrian asked if diabetic appointments get a text reminder. Dav to look into this.
* Friends and Family Test – Noelle and Winifred to review the changes and send any comments back to Nicola.
* Lisa to devise a leaflet explaining how the appointments system works and then run it by the patient group to see if they understand it first.
* Patient group notice board – please send any ideas to Nicola so that she can share with the rest of the group to see what their thoughts are.
* Ownership and management of practice – to send internal minutes/summary with updates.
* Phone Company – we are looking at getting a new phone system from a new company.
* Blood results.
* Review the statistics for the first year of the extended access.
* Flu jabs – a member of the group commented that his wife booked an appointment for her flu jab and when she turned up there were approximately 50 patient all at the same time. His wife could not wait as she had to go to work. Dav explained that this year should hopefully be the last year of doing Saturday flu clinics, next year they will be done in normal surgery time – 20 minutes slots with 6 patients booked in.

Actions dealt with:

* CQC call –Dav is going to start responding to the reviews on NHS Choices, Noelle asked if he was just going to put “thank you for your review” or whether he was going to respond with a more. Dav explained that if a fuller response was warranted then it will be given. This would only be for positive feedback/reviews.
* Website review – Noelle is encouraging all members of the patient group to review the website and send any comments to Nicola, this can be done by either e-mail or phone.
* Phone line access during lunch time – Dav explained that general phone access is now suspended from 12.30pm-2pm every day, however the surgery is still open. This time will enable admin staff to take stock of all the tasks/work so that the workload is reset for opening up at 2pm. When patients phone there is a message which says that all non-urgent calls to ring back after 2pm, any urgent calls will be given a number to ring where a member of staff will answer and deal with it.

**Action – Dav to provide information on how many calls are taken during this time and if it was appropriate or not for January meeting.**

* Appointment booked for BP and bloods as was told needed them saw Madison who said it they were not needed – to look into.
* Nicola checked whether the jay board can scroll up with a few lines at a time and this cannot be done.

**PCN (Primary Care Network) – standard item on the agenda**

At today’s meeting they were taking about promoting the primary care network to patients and they are looking at setting up a primary care network patient reference group. The patient group wants to know what benefit it will have to the patients who join the network. Dav explained it was to encourage working at scale and sharing best practice.

Dav explained that there is a new clinical pharmacist scheme, funding is given to the network for one pharmacist. The network is looking to use an external company will provide the service and the hours will be divided between the 10 practices within the network.

Another new scheme which is coming next year is physio first where patients will be able to book in to see a physio instead of a GP.

**Website update**

Thank you to Noelle for reviewing the website and producing a comprehensive list of amendments which we are trying to work through. If anyone else has any comments please send them to Nicola.

**Staff updates and recruitment**

* Lisa, reception team leader, is leaving us just before Christmas.
* New admin member - Alisha and Aneela. There is an offer to one more person for an admin position plus 12 other applications to look at – big recruitment drive in the admin team.
* Becky (advanced nurse practitioner) and Yana (practice nurse) have now left to go to another surgery. ANP advert is on NHS jobs website.
* Alan (advanced nurse practitioner) is leaving at the end of January 2020. There is an advert out at the moment for advanced nurse practitioners.
* International GP recruitment – we have signed up for this.
* HCA apprentice – in progress/interviews done.
* Two new nurses – Gurjit and Simran who are in training.
* Attiya pharmacist left and we have two locum pharmacists.

The patient group would like to be informed of any staff changes.

**Phone update – defer to January meeting.**

We have amended our staff levels and everyone is here in a morning to answer the phones first rather than doing specialist jobs.

**Appointment capacity review**

We have devised a new form for assessing if we need more appointments each day, this allows us to count up how many appointments we have each day. We have an advert out for new advanced nurse practitioner and we are looking at getting some locum advanced nurse practitioners to balance out the appointments available.

**Action – the patient group would like to be kept informed about how we manage the appointments daily.**

**Keldregate update**

Dav explained that we may close the surgery at some time in the future and possibly move the surgery to another site, as unfortunately the building is not fit for purpose at the moment. We will update the group when we know more.

Noelle asked what we are really asking need to be more specific

Access and services to the Keldregate surgery have been reduced by 50.

**Rebranding of the waiting room**

* New signs ordered – refresh the waiting room and instill pride in our practice.

**AOB**

The question was asked if diabetic reviews have these changed. Dav explained the way we recall patients for long term conditions, SMS, phone call or letter to prompt patients to book in. Adrian said he used to have a check every six months but he has not had a check now for nearly 12 months and asked how we are letting patients know that they are due a checkup. Dav explained that we should be informing patients when they need a check but also patients should make an appointment, especially for annual reviews for long term conditions.

**Date of next meeting:** 7th January 2020 5pm-7pm