**Grange Reviewers Meeting**

**Tuesday 9th September 2014**

**Minutes**

**Apologies**

Noelle, Angela, Mary, John, Mary, Steve, Mike and Adrian.

**Attendees**

Fran, Jo, Nicola, Martin, Terry, Julia, Brian, Ann, Pat, Winifred, Dave, Don, Christine and Cath.

1. **Online access**

Richard Ince from the patient online programme, NHS England explained that patient online is a national programme designed to support GP practices to offer and promote online services to patient including access to records, online appointment booking and online repeat prescriptions. The aim is by March 2015 to provide online access to any patient that wants it. At the moment the surgery is working on a pilot scheme to provide online access and not just online appointments and prescription requests. Richard asked how many of the patient group at the meeting booked appointment online and 7 people did with 4 having online access.

Richard asked if anyone had any comments or feedback regarding using online access, one patient said that they find the access to records really useful for looking back at things that happened years ago and finding dates for things like insurance reports etc. Another comment was that it is very useful for having a look at the consultation when you get home as you cannot always remember everything that was said during a consultation. Another comment was that you can check to see if your blood test results are back before contacting the surgery.

At the last meeting a question was raised about how far back online records can be viewed, records can be viewed back to 1999 as this was when the surgery went paperless. A patient asked where the records prior to 1999 were – the paper records are held in a locked room on site but we are trying to get these records scanned into the computer records.

Brian mentioned that he can only view the last 12 months. **Action – Jo is going to look into this.**

Martin asked if there was a user guide available for patients, Richard explained that there was a e-learning course but it depends on which clinical system the practice uses but he did say that he would ask around other surgeries and see if anyone has produced their own user guides.

If anyone has any questions regarding online access then please forward these to Fran who will pass them on to Richard and if anyone within the group wants online access then please ask and we can arrange it.

1. **Actions from previous meeting**

A patient went online to order a prescription and was told she needed a review, rang the surgery to be told to just put review due in the comments box and the prescription will be done. We said that we will look into this and see if we can flag up when review are due so that this does not happen.

*Jo responded by explaining that Elaine, the pharmacy technician is currently looking at patients a month prior to when their medication review is due and forwarding any queries on to the GP’s who will then decide if the patient needs to be seen or whether the review date can be altered. It is progressing quite well and will make things more efficient but it is a steady progression.*

A patient said that when they booked an appointment online in the past there were names of people and she did not know who they were. We said that we would look into this and see if we can make it clearer.

*Jo explained that appointment for Liz and Kathryn, our advanced practitioners; only say their names and not what their position is. She has looked into this but unfortunately is it not something that the surgery can amend so she has passed the request onto the systmone to see if this can be altered.*

To find out what the criteria is for the patients who were called in for dementia screening.

*The criteria for this were:*

*Patients aged 40 or over with downs syndrome*

*Patients aged 50 or over with learning disabilities*

*Patients with a degenerative neurological condition excluding those with existing dementia and learning disabilities*

*Patients aged 60 or over with CVD, Stroke, PVD, Diabetes*

*The pilot has now come to an end but it may be rolled out nationally, we saw 186 patients.*

*A discussion followed regarding the merits of such screening and that it’s good if it picks up a problem that needs treating but a lot of the time is causes a lot worry. Jo explained that there were two elements to the screening, one was to identify memory problems and the other was to identify low mood /depression. Letters have been sent out to all the patients that attended giving details of the outcome and it is up to the patient whether they want to follow it up and have a referral to memory monitoring.*

To amend the over 50’s NHS health check letter so that it says to bring a urine sample to the appointment.

*This has been amended.*

Terry mentioned that he completed a travel questionnaire form and then rang to find out if he needed any injections and was told his form had not been looked at yet because he was not travelling until later in the year. He says that he rang about 5 times and each time was told to ring back in 2 week’s time.

*Jo explained that we need to prioritise holiday forms and Terry asked if patients could be sent a text message to say that the form has now been looked at and to book an appointment. Jo said that this is definitely something we can look into doing.* **Action – to look at sending text messages when travel forms have been looked at.**

1. **Flu clinics**

The question was asked if the flu clinics could be done at any other time than a Saturday.

Jo explained that if patients are unable to attend any of the 3 flu clinics then if they contact us after the last flu clinic we will try and fit patients in during normal surgery hours.

Jo also explained that it is just not possible to do the flu clinic during a normal working day due to the volume of patients that attend for a flu injection.

The dates for this year’s three flu clinics are Saturday 27th September, 11th October and 18th October so if anyone is eligible for a flu injection please ring and book an appointment. This year the surgery decided to take the view that patients will be invited via text message and e-mail and all the over 65’s have had a text message invitation this afternoon.

1. **Phlebotomy Service at the surgery**

A patient is complaining that parking is increasingly difficult at HRI and that surely it would be cost effective to offer this service at the surgery.

Jo explained that we do have a phlebotomy service next door at the Fartown Health Centre. A patient said that you can now park at HRI for 45 minutes before having to pay. **Action – Jo/Nicola to respond to the e-mail sent by the patient.**

1. **Changing pharmacies**

A patient wanted to change pharmacies for her and her husband, she asked at the reception desk (with her husband present) and Lo’s was removed for both of them. The next repeat prescription was sent to Lo’s and they were told that one of the GP’s had re-added Lo’s and the reception staff did not know how to remove it. It seems to be a right pain to change pharmacy. **Action – Jo/Nicola to respond individually to the e-mail.**

A patient commented that Lo’s seem to be struggling. She had ordered a prescription, left it a few days before going to collect it from Lo’s and was told it wasn’t there. Checked at the surgery to be told that it had been done and sent electronically so when she went back to Lo’s and they looked it was on their system. It seems that they are not dealing with the prescriptions until the patient goes in to collect it. Jo explained that a patient can choose to have a nominated pharmacy or choose not to and to carry on collecting the paper prescription. If the pharmacy tells you that they haven’t received the electronic prescription and you have looked on systmonline and the prescription has been done then it will have been sent to the pharmacy and they need to refresh their computer.

A patient asked about what can be done about patients who stock pile their medication; a lot of elderly patients do this and keep accepting deliveries from the pharmacy. Martin explained that there are plans for a pilot project which is aimed at over 75’s to see what medication patients are taking and they will be working with GP’s and pharmacies. It will save a lot of money.

1. **Carers**

Mary has sent an invite to the Carerstrust AGM on Wednesday 8th October 2014 at 11.30am in the Reception Room, Town Hall, Ramsden Street, Huddersfield, if anyone is interested in going along.

1. **Lack of signs in the waiting room**

A comment was made about how tatty the signs are directing patients to the right rooms in the corridor; they are ripped and could do with being laminated. **Action – to do some new room signs for the waiting room and laminate them.**

A comment was also made about a chair in the waiting room with a hole it. **Action – needs tape put back over it.**

1. **Update**

New appointment system

Martin asked what is new as he had received a text which said to look on the website but it doesn’t say what is new!!

Jo explained that the CCG provide a company to come to the surgery and do an audit of the appointment system. The outcome of this audit was that we were too available with book on the day appointments as opposed to book with a GP of your choice within 2-3 days and the GP’s were doing 3 hour surgeries which after 2 hours the concentration dips.

The GP’s are now doing three 2 hour surgeries which will incorporate review telephone appointment which are for when the GP wants to review patients in 1/2/3 weeks time. There will be telephone consultations and pre-bookable appointments available between 8am and 5.30pm every day, plus lunchtime appointments.

Home visits will be staggered throughout the day which means that patients will be seen sooner.

There will a minor aliments clinic every day which is predominately for under 16’s but adults can be booked into this clinic for things like suspected ear, throat, chest infection etc.

There is also the minor ailments scheme which is available through the five available pharmacies and hopefully Shaw’s will now come on board with this following the refurbishment. The consultation is free, if you don’t pay for your prescriptions then you will not have to pay for the medication but it you pay for your prescriptions then you will need to pay the shelf price for the medication they offer. You no longer need a card for this scheme and you can just pop into one of the participating pharmacies.

This system started on Monday 8th September and so have it has run smoothly, just to warn you that you may be asked a bit more information when ringing for an appointment but this is only so that we can signpost you to the relevant appointment. If all the available appointment have gone and you are saying that you need to be seen today then you will be put on a telephone list and the GP will assess whether you need to be seen.

A patient mentioned about the over 75 on the appointment information leaflet and that is says a GP or nurse may call you back if appropriate and what if you are over 75 and want an appointment. Jo and Fran agreed that the wording needs relooking at and that it is aimed at the over 75’s with a named accountable GP. If anyone is unhappy with their designated GP then to ring the surgery and we can change

Martin said the information available on the website regarding the appointment system is not clear and needs significant changes making to it. **Action – Martin has offered to produce something to go on the website.**

A patient mentioned about the number of DNA’s that is displayed on the screen in the waiting room and what happens to these patients. Jo explained that if a patients DNA’s 3 appointments in the last 12 months then they get a letter saying that if they DNA again in the next 12 months then they will be removed from our list and Jo reiterated that we do actually remove patients. A comment was made that if we are booking appointments up to 6 weeks in advance will be added to the amount of DNA’s, Jo said that the patients that tend to DNA are the ones that tend to abuse the system but we may well encounter a problem.

**Action – to look at making telephone consultation appointments available online to book.**

Staff changes

Around the time of the last meeting Dr Oliver and Tracy Calvert, advanced practitioner had just left. We have now recruited two advanced practitioner, Samantha Mellor and Jane Grieve, both have worked for the practice in the past.

Dr Sabeen Darwan joined the practice on Wednesday 3rd September and is will be working Wednesday, Thursday and Friday and is part of the replacement for Dr Oliver. She has an interest in palliative care and is newly qualified.

Mariam has been doing some temporary cover in reception.

Jane Freeth has reduced from full time to 2 days a week and we will be looking to recruit an admin person later in the year.

Keah, our apprentice, is leaving at the end of the week.

Jenny, clinic nurse, has now left and has got a new role in the community. We are currently recruiting for a new nurse; the closing date was yesterday 8th September.

Linda Flanagan, health care assistant/care coordinator, joined the practice on Monday 1st September and will be working 2 days as health care assistant and the other 2 days as care coordinator supporting with the care plans for the unplanned admissions to keep patients out of hospital.

We currently have approximately 40 members of staff not including the GP’s.

Active Ashbrow is a community group based at St Bernadette’s Church. It is for the over 55’s and they have a lot of activities including computer course, cooking course, cinema club and a lot of the activities are free.

1. AOB

Lack of parking – it was suggested that the area where the bins and trees are could be used for extra parking. Fran mentioned this to the landlord and he thought that it was feasible and was going to look into it.

A patient asked are we still closed for new patients, Jo informed them that we have never been closed but patients may well have to wait a couple of months to register with us.

An invite was e-mailed to everyone in the patient group inviting them to the Greater Huddersfield Clinical Commissioning Group AGM; it is on Tuesday 16th September 2014

5-7pm at the Methodist Mission, Lord Street, Huddersfield.

A suggestion was made but unfortunately it was not mentioned at the meeting about providing a folder in the waiting room with information for carers. This could include information on benefits available for carers, classes and course available etc.

**Next meeting – Tuesday 9th December at 5.30pm**