

THE JUNCTION SURGERY ACTIVE PATIENT GROUP MEETING

DATE: 22nd March 2023

TIME: 5.00PM – 5.30PM

ATTENDEES:

Dr R Ali
Julie Sunderland (Practice Manager)
Dr Amar Sandhu
Mrs Shameem Iqbal (Patient)
Mrs & Mrs Coverley (Patients)
Mr Joe Barlow (Nursing Associate)
Mr Zafar Iqbal (patient)

Notes: Julie Sunderland

Apologies: Mrs Pamela Briggs & Mr Robert Briggs (Patients)
Ms Sally Oldbury (Patient)
Mr Zafar Iqbal (Patient)
Mr Trevor Wimpenny (Patient)

Tabled:

Action Plan for 21-22, Telephone statistics, Friendship Group Info

1. Apologies and Introductions

Julie thanked attendees for coming.

Aims and objectives

The role of the Group is to work closely with the practice to discuss services being delivered, the patient experience and to consider improvements that could reasonably be made and to act as a 'critical friend'. No personal grievances or medical issues are to be discussed at any time.

2. Matters arising from the last meeting – “You Said – We did”

To promote the Junction Surgery website and update.

To create an instruction booklet on how to access the website and arrange an online appointment. **ONGONG**

To look into sourcing some posters and leaflets on health conditions and adding this to the Junction Surgery website. **ONGOING**

To create an action plan around the results of the Patient UK survey.

COMPLETED.

Produce a set of instructions to help people that struggle with using the internet to access the patient online service and the Junction Surgery website so they can arrange their own appointments. **ONGOING**

3. Appointment provision

Julie relayed the appointment statistics for the last 12 months (see below). The attendees were surprised at the capacity provided and all agreed they very rarely struggled to get a suitable appointment.

20052 available GP	15104 booked	75% use	2% DNA
8202 available Nurse / HCA	7383 booked	90%	10% DNA
5603 available other	4916 booked	88%	0.2% DNA

Julie advised that on average they provided 3 appts per patient. For a GP, 13 for a nurse and 9 for 'other' allied professions.

4. Telephone statistics

On average the surgery received over 3000 telephone calls a month, these were broken down as follows:

Oct	3478
Nov	3598
Dec	3415
Jan	3837
Feb	3337

5. Friends & Family Test Feedback

Julie reported that out of 1,224 patient responses 93% of these patients would recommend the practice an increase of 3% from the last meeting, 3% did not

know a reduction of 1% and 4% would not recommend a great reduction of 2%. Attendees agreed that this was an excellent score and proof improvements were being made.

The Kirklees Healthwatch website indicated the surgery was currently scoring 4 out of 5 stars for experience.

6. Local Initiatives (PCN DES)

Automated Service - Julie informed the attendees that the practice had secured a New stand-alone automated service from Voice connect. This is a dedicated direct phone line which will provide appointment booking, cancelling or amendment and ordering of repeat medications. This can also be accessed via our switchboard. The new system will allow any number of patients to call 24/7 without receiving an engaged tone.

Additional nursing capacity -The Tolson Care Partnership has secured additional nursing capacity for Long Term Condition reviews such as Diabetes, Asthma Heart failure etc. The sessions, provided by the PCN, are available to all 8 practices. We have been lucky to secure Jan Strodder our previous nurse to carry out these reviews on a Weds PM and Thurs AM. There may also be additional capacity at other venues which is being worked-up.

Estates strategy – In view of the numerous additional staff being funded by NHSE, the integrated care board (ICB) is undertaking a full estates review. In addition, Tolson Care Partnership are also undertaking their own review into local estates provision and Dr Ali has been part of this review. Early indications confirm there is very little in the way of sourcing additional rooms and options such as mobile units and local authority premises are being considered.

Warm Spaces – Tolson Museum has been designated as a 'warm space', it provides numerous activities on Mondays in particular. The practice is targeting carers (on the registered list) via the social prescribing link worker to assist with support during the cost of living crisis

New service review and re-design for Diabetes The ICB are currently reviewing the Diabetes service for the whole of Kirklees. Tolson Care Partnership are providing valuable information on the numbers of Diabetics they have to help inform the review. Tolson have been asked to pilot any community service that can be progressed. Watch this space for further details.

Covid spring booster campaign - Julie informed the attendees that the over 75's, under 5's and immune-suppressed are being prioritised. Care homes will be the first to receive the spring boosters, Aden Court currently arranged for 12th April 2023.

Enhanced Access provision – The primary care network, Tolson Care Partnership have arranged the following additional appointments over the upcoming bank holidays.

BANK HOLIDAY COVER (Y2023)						
GP/ACP	Full Name (Dr.)	Location	Location confirmed by	Hours (4 or 6)	Start/Fin Times (for building access & security)	Number of appointments.
BK	Burhan Khalid	University	Nic	6	09:00-15:00	24
FH	Farooq Hameed	University	Nic	4	09:00-13:00	16
RA	Razwan Ali	Junction	Julie	6	08:30-14:30	24
BR	Bushra Rabbani	Dalton	Dawn	6	08:00-14:00	24
SM	Sarah Milligan	Junction	Julie	4	09:00-13:00	16

Safe Surgeries – The practice has signed-up with @Doctors of the World to provide a Safe Surgery. The initiate is to allow ANYONE to register with the surgery who needs to be seen even without a registered address.

Drug dependency reduction scheme – The Tolson Care Partnership has agreed to pilot a new service to help patients, with a dependency on prescription drugs, to reduce these in a safe and permanent way. Further details are to follow.

7. Practice successes

Julie advised Joe Barlow (HCA) is now fully a qualified Nursing Associate with additional skills. He is working towards becoming a practice nurse.

Two staff members are undergoing training for phlebotomy (blood taking) to improve access to this service following the reduction in service at the hospital.

8. Going forward

Attendees were asked what they would like to see in the future? No specific suggestions were made, only to progress the previous actions.

The meeting was drawn to a close at 5.30pm. members were thanked for their contribution and were advised the minutes would be sent in due course. Dr Ali suggested the next meeting be in 6 months' time.