

## **MINUTES OF HEALTHY LIVING GROUP MEETING**

**Thursday 11 September, 11.30 – 13.00**

### **PRESENT**

UG, JF, GE, AH, JA, LF and Mandy Neville

### **APOLOGIES**

BP, JA, BH, WD, SB, SR, SA, BN, DO, IO and Clair Liversidge

### **MINUTES OF THE LAST MEETING**

AH and AG were missing from the attendees for the last meeting, Mandy apologised for this error.

### **NEW RECEPTIONIST**

Laura came in to introduce herself to the patient group. Laura started at Foxhill in April and is finding the job interesting and Mandy felt she was doing a great job!

### **WELCOME TO NEW PARTICIPANTS**

Mandy welcomed June and Linda to the meeting. Mandy explained that only initials were used for patient confidentiality reasons as the minutes appear on the website.

### **FRIENDS AND FAMILY TEST**

General Practices are expected to gain feedback from patients as to whether they would recommend the practice to their friends and family. This has to happen from December 2014 and practices nationally will have to collate the responses. Mandy asked the HLG how they felt the questionnaires should be issued. It was agreed that each clinician should hand them out at the consultation, that there would be some information about the scheme on the Waiting Room TV and in the newsletter. **A draft questionnaire is attached, please let Mandy know your feedback on it by leaving her a message on 0114 2327470.**

## **MINOR AILMENTS SCHEME**

This was running a couple of years ago but has now been relaunched. It is for patients who do not pay for prescriptions. All pharmacies offer this service. Patients are issued with an ID card/number so that the CCG can track their usage of the system from a risk point of view and also from an expense point of view. There are strict guidelines on what the pharmacies will ask patients presenting to ensure that they are referred on for clinical advice if necessary. Pharmacies can refer onto the walk in centre if they feel if need be.

## **NEWSLETTER**

Mandy asked for ideas on topics; Flu day, shingles, minor ailments scheme were suggested.

## **BOOKS FOR PATIENTS TO BUY (PROCEEDS TO CHARITY)**

Bookcase isn't big enough; look at buying a new one or asking if anyone has one to donate. Decided against using the interview room as a library as JA said patients might feel awkward going in there.

## **FLU VACCINATION - 2014**

Foxhill Flu Clinic to be held on Thursday 9<sup>th</sup> October for adult, from 1.30pm. District nurses will undertake flu vaccinations on the patients on their caseload (and their carers) If we have totally housebound patients who don't have the District Nurses going in and need the vaccination our nurses will visit. We will be sending written invites to all over 65s who haven't booked by 2 October and we will also send SMS text message to those who we have consent to do so.

## **SHINGLES VACCINATION**

This is available to 70, 78 and 79 year olds. Posters are up in the surgery to advertise this.

## **COLLECTING PRESCRIPTIONS**

Discussed how we could better manage prescription collections as there had been an issue at a surgery in Doncaster where someone had pretended to be collecting for a pharmacy. Foxhill have a process where the pharmacy

collecting the prescriptions either comes with the list or has faxed it previously and they sign to say they have taken the prescriptions away. In respect of individuals collecting prescriptions we should ask for name, address and date of birth unless they staff recognise the patient. The receptionists are also very good at picking up any issues and will refuse to hand out a prescription if they believe that those collecting do not have permission to do so. With controlled drugs (Blue Prescriptions) we can only hand them out to the person named on the prescription unless we have written authority to hand to someone else.

JA said at her previous surgery patients on repeat medication were given a card to show when they collected the prescription; not sure if pharmacy or practice issued it.

### **SUBSTANCE MISUSE PATIENTS**

With effect from the end of September, the practice will no longer have a contract to deliver services to substance misuse patients. The Fitzwilliam Centre will take over this service from 1 October. The practice has provided this service for many years.

### **PARKING ON FOXHILL PLACE**

Discussed the double yellow lines on Foxhill Place; agreed Mandy would write to the Council as this was creating a parking hazard on Foxhill Road, ie vehicles visiting the young adults care home were having to park on the main road which obscures the view for vehicles coming up Wilcox Road. Mandy will also inform Abbey Care of the plan.

### **KARINE LEAVING**

Karine leaves next week and the practice is interviewing for a salaried doctor on 2 October. There have been six applicant for the post.

### **ADMISSION AVOIDANCE SCHEME**

Mandy reminded everyone about the current national scheme where patients who are in the top 2% of the practice population for their risk score (at risk of hospital admission) are being offered a care plan to help them manage their condition. Foxhill have 126 plans to issue by the end of September. Each

patient has an accountable GP who will review their plan every three months or sooner if needed.

### **TOPIC FOR PATIENT PARTICIPATION ACTION PLAN**

The practice needs ideas on a topic that affects the practice population which can be used for a patient survey. UG mentioned appointment and telephone access. Any other ideas to Mandy please for discussion at the next meeting. Feel free to ring Mandy on 0114 2327470 to discuss.

### **NEXT MEETING**

**Wednesday 10 December 6.30pm**

**NIBBLES AND DRINKS PROVIDED – ALL PATIENTS WELCOME**