

**PARKLANDS PATIENT FORUM
MINUTES OF MEETING
5th DECEMBER 2024**

Present: Alison Collier, Michael Pipe, Peter Wright, Elaine Yates, Simon Baylis, Mandy Hack (Practice Manager)

Apologies: Linda Pibworth, Karen Martin, Raymond Wood, Christine Murdin

1. Welcome & New Member

- Simon Baylis was welcomed to the group.
- Simon is a Governor of Kettering General Hospital Trust and will serve as a beneficial link between the practice and the hospital.
- He provided an overview of his role and shared information about KGH's current initiatives, including an App for patients.

2. Approval of Previous Minutes

- The minutes of the previous meeting were approved.

3. Matters Arising

- The forum discussed abuse towards reception staff via telephone and suggested that abusive patients should have booking privileges removed and be required to book appointments in person at reception only.

4. Staffing Updates

- The forum addressed concerns regarding abuse towards surgery staff, including incidents on social media.
- The practice operates a zero-tolerance policy: two warnings are given before a patient may be removed from the list.
- Social media abuse is typically anonymous; the forum advised staff to ignore vexatious comments, as most are factually incorrect or the person may not even be registered at the practice.
- Mandy has a meeting with the local MP to discuss this issue.
- New staff joining in the New Year:
 - **Dr Anand Pattar** (Experienced GP, former clinical director of a Northamptonshire PCN).
 - **Dr Dipika Mistry** (GP with a special interest in female health & menopause).
 - **Leighanne** (Diabetic Nurse Specialist & nurse prescriber).
 - **Chelsea M** (Practice Nurse with a special interest in wound care).
 - **Lynn** (New receptionist).

5. Anima Health Platform

- Discussion on the care enablement service for total triage.
- Texts have been sent to patient with details. Set-up instructions are also available on the website and the practice Facebook page.
- This platform is available from 7.30am until 6.30pm, covering core hours.
- Forum members volunteered to assist patients in setting up and logging on to Anima, by spending time in the waiting room.
- Patients can book appointments via Anima, online access, NHS App, in-person, or by telephone.
- Patients can submit medical and admin queries via Anima, AccuRx (text system) and online access, as well as in person, or by telephone.
- Mandy advised she was still in discussions with the Partners as to how total triage using Anima would work for the practice. At the moment the practice operates a “sit and wait” on the day service for patients with urgent medical issues which can be managed in General Practice. These patients are added to GP clinics as extra patients.

6. PCN Hub Clinics

- Updates on clinics operating within the Primary Care Network (PCN) Hub.
- Clinics at Harborough Field Surgery, Rushden, and The Cottons Medical Centre, Raunds include: Paediatric, menopause, cervical smear and respiratory clinics.
- Hub booking has proved popular among patients working full-time, giving them access to appointments at the weekend.

7. Training Practice

- Dr. Halane completed his initial year at the practice and will return in 2026 for his final year.
- Awaiting the next GP registrar.

8. LPEG (Local Patient Engagement Group)

- Simon will attend LPEG meetings on behalf of Parklands Surgery and report back.
- Other members of the forum were interested in attending. Elaine has found the meetings beneficial and will continue to attend when possible.

9. Fundraising Initiatives

- Discussion of ideas for fundraising to support the practice.

10. DNA (Did Not Attend)

- 32 patients failed to attend their booked appointments.
- Discussion on potential solutions to reduce non-attendance rates.
- Patients who DNA on 3 subsequent occasions with no valid reason can only book further appointments in person by presenting at reception.

11. Compliments, Comments, and Complaints

- No complaints with a common theme were reported.
- Staff received chocolates, biscuits, and cards from patients as Christmas gifts.

12. Any Other Business

- **Check-in Screen:** A new check-in screen will be installed soon to reduce reception queues.
- **Medication Collection:**
 - GPs are notified of uncollected prescriptions only if collected from the surgery reception.
 - Electronic prescriptions go directly to the pharmacy, and the practice has no visibility on whether they are collected.
- **Practice List Closure:**
 - The forum discussed maintaining service standards and possibly closing the list.
 - A waiting list could be introduced for patients wishing to transfer from another local practices, whilst those moving into the catchment area with no registered GP could continue to be registered.

Dates of Meetings 2025, 6pm at Parklands Surgery:

Wednesday 5th March
Wednesday 4th June
Wednesday 3rd September
Wednesday 3rd December