

## **PARKLANDS PATIENT FORUM**

### **NOTES OF MEETING HELD ON WEDNESDAY 4<sup>th</sup> DECEMBER 2019**

PRESENT: Alison Collier, Linda Pibworth, Peter Murdin, Michael Pipe, Susan Bennett, Karen Martin, Mandy Hack.

APOLOGIES: Dr Thomas, Raymond Wood, Susan Twitching, Elaine Yates.

#### MINUTES OF LAST MEETING

Minutes Agreed, with no matters arising from the notes.

#### STAFF

The Practice has recruited two further GPs. Both have been working in the local area and come to us with a wealth of experience – Dr Shamim and Dr Negi. Both are female. Dr Negi joins us as a partner working Monday, Wednesday and Thursday and Dr Shamim as a salaried GP working Monday, Thursday and Friday. Dr Negi is a qualified GP trainer and is keen for us to become a training practice, to assist registrars with their general practice training. Dr Shamim has a special interest in diabetes and women's health.

Our Health Care Assistant will be starting her Nursing Associate degree in February of next year. This will be via the Open University and will be surgery based learning, working with our clinical team, together with placement training as well as online study. This will take two years, but we have a locum treatment room nurse to cover sessions where we have any shortfalls.

#### BUILDING WORKS

We currently have an architect drawing up plans with respect to adapting/extending the building. It's been a very interesting process, seeing how the building could be developed to expand. The group suggested a tour of the building at the next meeting. Mandy agreed, but advised there are areas, such as the patient record room, which cannot be viewed in accordance with the General Data Protection Regulation.

#### CARER'S / 60+ MORNING / FLU CLINIC

Held in September, this was a huge success, not only for Northamptonshire Carers, but for the other services attending – police, fire brigade, British Legion and Home Instead. A special thank you was given to Elaine, Alison and Karen for their help on the day, which was very much appreciated. It was a very busy morning, but something we will definitely repeat.

#### FACEBOOK PAGE

The group discussed the Practice's facebook page and how it could be used to promote the patient forum. Mandy suggested we do some features involving individual members, with a photograph and a little about themselves. Alison, as Chair, agreed to be our first featured member.

## TERMS OF REFERENCE

Updated and agreed.

## PATIENT SURVEY

The members discussed a patient survey and Mandy wondered, as the practice has a new telephone system, whether we focus on patient's experience with booking an appointment and using the checking in system. Alison also suggested we ask if patients are aware of Harborough Field Hub and perhaps create an A5 sheet advising what it is, where it is, what services are offered and how Parklands' patients can access it. Mandy will put together a questionnaire and Alison will consider how we can incorporate questions surrounding Harborough Field Hub. Linda advised how easy she is finding the app to use for booking appointments, requesting prescriptions and suggestion we make patients more aware of this service.

To carry forward to next meeting.

## EAST NORTHANTS PATIENT ENGAGEMENT GROUP

We have received a year end leaflet from the engagement group and Mandy expressed concerns that we aren't involved as a practice. Members of the group have previously attended engagement group meetings, but still feel attending wouldn't be of benefit to the practice or it's patients. The group agreed to provide a yearly report to the engagement group.

## DNA

There have been 32 this quarter. The group wonder if this is due to the time of year and maybe due to having less appointments with staff holidays and an induction period with less appointments for our new GPs.

## COMMENTS & SUGGESTIONS

The practice has received positive comments regarding reception, the nursing team, Dr Aleem and Dr Shamim.

## ANY OTHER BUSINESS

None.

**MARCH 2020 MEETING POSTPONED DUE TO COVID-19 – VIRTUAL MEETING TO BE ARRANGED.**