

Meeting Minutes

19th February 2018

Attendees – Rise Park Surgery Staff

Staff	Role
Dr Clare Malone	GP
Jo Hynes	Patient Services Manager
Julie Harris	Business Manager
Roxanne Buckley	Administrator

Agenda

- Appointments
- 'Did Not Attend' and Abusive Patients
- Plans to Extend the Building
- PPG - Moving forward
- Any other business

Appointments

Discussion / Feedback	Action/Result
<ul style="list-style-type: none"> • Difficulties with availability Difficulties with appointments are finding the right balance between routine appointments and urgent appointments. More urgent availability means less routine appointments and vice versa. 	<ul style="list-style-type: none"> • GP Partners and Managers will continue to monitor and make adjustments where they are able to. All at the surgery are aware of the wait for appointments and it is not a situation they are happy with. One of the biggest problems is room capacity which will hopefully be resolved in the future when the building is extended.
<ul style="list-style-type: none"> • Worries re pressure on GP's • GP's are becoming concerned regarding the pressure on themselves and the workload. • GP's are becoming increasingly hard to recruit as General Practice is not considered an attractive career option to many doctors due to a relatively low salary in comparison to the high pressure and high workload. • The surgery has recently recruited Khaled who is an Advanced Clinical Practitioner (ACP) on a temporary basis to help ease the pressure. 	<ul style="list-style-type: none"> • GP's are mindful of the pressures and are looking at alternative ways of working; this includes the possibility of recruiting an ACP on a permanent basis.
<ul style="list-style-type: none"> • Sign posting – Worries regarding accessing GP services / patient complaints • Staff have recently been trained in a city wide initiative called 'Sign Posting'. • Upon telephoning the Surgery the receptionist will ask 5 questions to ensure patients are getting the best service and care needed. • Our receptionists aim is to give advice in situations where patients may be able to go a chemist first or may be able to self-refer i.e. physio if someone has a bad back for example. Thus the patient is able to access care in a more timely manner than waiting for a GP appointment. The GP's are keen to stress that the receptionists will not stop 	<ul style="list-style-type: none"> • Reception staff are actively signposting and as this is a new initiative it will be reviewed on a regular basis.

<p>anyone from accessing medical care.</p> <ul style="list-style-type: none"> Some concerns from patients were that they will be blocked from seeing a GP or that some patients may become impatient towards receptionists. 	
<ul style="list-style-type: none"> Can we use Facebook/Skype calls? Question from PPG member as to whether patients could use Facebook and/or Skype to contact a GP. 	<ul style="list-style-type: none"> It was felt that at this stage this would add further pressure onto the GP's; face to face appointments and standard phone calls are much easier for them than multiple sources of communication.

'Did Not Attends' (DNA) and Abusive Patients

Discussion	Action/Result
<ul style="list-style-type: none"> • Receptionists are receiving lot abuse and foul language Whilst the GP Partners and Managers accept that it can be frustrating for a patient to be told that you may have to wait for an appointment or that you can't have a prescription immediately there is absolutely no excuse for abusive or foul language. 	<ul style="list-style-type: none"> • It was agreed that abusive patients are to be logged and that a message will be sent to the Patient Services Manager for her attention. These patients will then receive a letter of warning. • The GP Partners and Managers have a duty of care to staff and other patients and so will do all possible to prevent patients repeatedly abusing colleagues.
<ul style="list-style-type: none"> • How can the Surgery manage patients that frequently do not attend their appointments? • DNA's (patients who 'did not attend') are still a major issue at the surgery. Patients who regularly DNA are sent warning letters. In the past the practice policy was to warn patients however we didn't ever get to the point of removing patients from the practice list. 	<ul style="list-style-type: none"> • The practice policy has recently changed and patients who 'DNA' 3 or more appointments within a rolling 12 month period will receive their 1st warning letter, following another missed appointment they will receive a second letter warning them that if they miss another appointment they will be asked to leave the surgery and register elsewhere for a minimum of 12 months. The patient will receive 30 days' notice of the removal (NHS England guidance). • PPG members were handed copies of 3 draft letters to be sent to patients who fail to comply with the practice policy.

Plans to Extend the Building

Discussion / Feedback	Action/Result
<ul style="list-style-type: none">• Rise Park Surgery Planned Building Extension Dr Malone advised that it had become increasingly evident over the last couple of years that we have 'outgrown' our current building and in view of the current increase in the practice list and proposed increases in the future we are proposing to significantly extend the current provision. Plans are currently in draft form, funding from NHS England has been granted and once we have more details we will share and discuss with the PPG.	<ul style="list-style-type: none">• Once plans have been finalised a further meeting will be called of the PPG for comments, suggestions etc.

PPG – Moving Forward

Discussion / Feedback	Action/Result
<ul style="list-style-type: none">• PPG Moving Forward• It is hoped that moving forward the PPG will become more self-managing and will organise their own meetings and elect a chair, secretary etc. For further discussion.	<ul style="list-style-type: none">• For further discussion.

Any other business

Discussion / Feedback	Action/Result
<ul style="list-style-type: none"> • Can we close the patient registration list to ease pressure? 	<ul style="list-style-type: none"> • Closing the registration list means that we close the list to everyone. Our concern is that if for example an elderly couple move within walking distance of the surgery they will not be able to register here and would have to travel elsewhere.
<ul style="list-style-type: none"> • Why are their patients who are out of our area still on the patient list? 	<ul style="list-style-type: none"> • All patients who are out of the area have been sent a letter asking them to register at a surgery closer to their home.
<ul style="list-style-type: none"> • Will St Mary's Medical Centre reopen? 	<ul style="list-style-type: none"> • No, it will not be reopening
<ul style="list-style-type: none"> • More houses are being built in Bestwood Village – does the Surgery have any plans to build a branch surgery there? 	<ul style="list-style-type: none"> • RPS is not in a position to build a branch surgery in Bestwood Village. The GP Partners believe they are better to invest in the improvement of the existing building which will benefit the whole of the practice list.
<ul style="list-style-type: none"> • Why at certain times when patients go into the surgery is no one in the waiting room? 	<ul style="list-style-type: none"> • At certain times in the day GP's will not be seeing patients; this time is used for prescriptions, referrals, phone calls and paperwork that needs to be completed.
<ul style="list-style-type: none"> • Can the nurses triage instead of the GP's? 	<ul style="list-style-type: none"> • The nurses at RPS are not qualified to triage as they are not prescribing nurses hence the earlier statement regarding employing an ACP who does prescribe.
<ul style="list-style-type: none"> • Do we benchmark? 	<ul style="list-style-type: none"> • Yes as a practice we ensure that we offer the correct ratio of appointments to patients as per NHS England guidelines. Wherever there is a shortfall locum GP's are used. We also benchmark how we are performing against other practices with regards to referrals, hospital admissions and A&E attendances etc.