

TOPCLIFFE SURGERY PATIENT REFERENCE GROUP

7th November 2019 1:30PM – TOPCLIFFE SURGERY

MINUTES

Attendees: Shirley Walker, Christine Fieldhouse, David Roberts, Jean Ratcliffe, Wendy Jameson, Mary Guest, Tessa Dickinson, Dr Rachel Doswell, Kate Robinson

1. H&S – Action in the event of a fire:
RSD thanked everyone for attending and confirmed that no fire alarm was expected. Fire evacuation procedure advised.
2. Apologies for absence: Hannah Bissett, Linda Carver, Margaret Chandler, Nigel Corp, Sam Evans, Patricia Hanson, Susan Sollitt.
3. Minutes of the last meeting:
No amendments noted. The minutes were proposed by David Roberts and seconded by Christine Fieldhouse as an accurate reflection of the meeting.
4. Matters arising from the minutes not already on the agenda: No matters arising.
5. Total PRG member numbers: Meeting Group 34 (down from 39 – patients have moved house, or asked to be taken off the group due to too many commitments/time constraints), Virtual Group 153 (up from 151)
6. Practice News
 - Annual Patient Survey
Results remain overall very positive with similar results to previous years.
Some feedback regarding recent changes to the appointment booking structure:
 - The changes are due to new CCG drives
 - We are moving away from autos which is currently generating more phone calls to reception. Patients being taken off autos will be considered on a case-by-case basis and a very limited number of patients may remain on autos if needed.
 - The Surgery is currently looking into the possibility of a new telephone system to support the increase in telephone traffic.
 - We are promoting Care Navigation – reception staff asking more information from the caller to direct the call to the most appropriate person to help
 - We are also encouraging self-care – issues which may resolve over time without the need to see a GP
 - We only have one member of staff on reception and additional calls go through to the dispensary – H&S concerns linked to this.
 - Since July when the survey was done things seem to have settled a little and patients seem comfortable that they will be seen with a timescale commensurate with the urgency of the issue presenting

- Staffing

Leanne joined us in dispensary in late June and has settled into her new role well. She has come to us from a pharmacy in Northallerton and is a welcome member of the team.

There is an ongoing review of staff levels to take into account the increase patient population and subsequent work load.
- CCG news
 - Primary Care Network – talked about at the last meeting. Topcliffe is now formally part of Hambleton South PCN along with the two Thirsk practices and Bedale.
 - The PCN is designed to improve GP resilience with appropriate jobs within each practice being done by the appropriate person. In some practices this includes the development of the role of advanced nursing practitioners although Topcliffe is too small a practice for this.
 - As part of our GP contract as members of a PCN, we are now providing some extended hours outside of our core clinics equivalent to 30 minutes/1000 registered patients/week. These currently take place between 7:30 and 8:00am on a Tuesday or a Wednesday, and are made up of a GP/Nurse/Phlebotomist mix
 - We are due to get some additional Clinical Pharmacy support - hopefully from December. George will be a shared resource across the whole PCN, and we will get around 2 days support a week.
 - Some on-site Physio First direct is also being looked into.
 - If anyone has any suggestions of other areas that could be supported more please let us know.
 - RSD now attends a monthly PCN meeting with representatives from the other practice members to take this initiative forward.
- CQC – We are due our Annual Regulatory Review this month. This is a One hour interview via Skype. The system is moving away from face-to-face on-site inspections for practices who have achieved a rating of Good or Outstanding in previous inspections. As this is a regulatory review rather than an onsite meeting, an meeting/interview is not required with a member of the PRG as part of the process as in previous inspections. The outcome will be emailed to PRG members and published on the website once we receive a final response.
- Patient Online access update
 - Letters are now going out to patients over a phased timescale informing them that we will be taking them off automatic repeat prescriptions. Patients are being encouraged to open an online account to order monthly medication and book appointments where possible. Those without email or internet access can still order prescriptions by returning the right hand side of their prescription script.
 - The number of patients with access to online services has risen to 31% and we have been very encouraged by the positive response to the change.

7. A.O.B

- Congratulations to Wendy Jameson who featured in the Thirsk and Easingwold Advertiser on behalf of The Sporting Memories Foundation who have been awarded Best Community Group 2019 at North Yorkshire County Council's Community Awards.
- 75% of patients invited for an NHS Health Check last year took advantage of the offer. This initiative has now been running for 5 years and patients are beginning to be invited for their second health checks. The results are very positive.
- Wendy Jameson informed the meeting that the Public Consultation meeting re: The Friarage had been cancelled due to the General Election.

8. Date of next meeting
May 2020 – date TBC