

TOPCLIFFE SURGERY PATIENT REFERENCE GROUP

25 AUGUST 2016 2.00PM – TOPCLIFFE SURGERY

MINUTES

Attendees:

Linda Carver (LC), Christine Fieldhouse, Mary Guest, Patricia Hanson, Wendy Jameson (WJ), Valerie Blenkinsop, Dr Rachel Doswell, Kate Robinson (KR).

1. Introductions

- Dr Doswell thanked everyone for attending and introductions were made
- New members of the PRG groups (sign up via Friends & Family Test)
10 new members of the meeting group and 31 new members of the virtual group since the beginning of the year
- Total PRG member numbers: Virtual group and meeting group
Now 20 members of the meeting group and 59 members of the virtual group

2. Apologies for absence

Sandra North, Jean Ratcliffe, Jonathan Roberts, Peter West, Derek Jeary

3. Minutes of the last meeting

The minutes of the last meeting were recorded as an accurate record of the previous meeting. Nominated WJ and seconded LC

4. Matters arising not on already on the agenda

- Pt 4. There has been no further directive from NHS England following the ‘Open for Longer’ trial. This item is now closed
- Pt 10. The Citizens Advice Bureau (CAB) advisor now comes to the surgery on alternate Wednesdays rather than Mondays. Other details remain unchanged. This item is now closed

5. Annual Patient Survey results 2015-2016

- All members of the PRG were invited to give feedback on the questionnaire before it was circulated
- 103 completed surveys were received. Although available on our website, no online responses were submitted
- Minor changes to the format of the survey included ensuring that all questions fitted onto one side of A4 and reversing the order of possible responses with ‘Excellent’ being the first option and ‘Poor’ the last response available
- A good increase in positive feedback was recorded in ALL areas where a comparison was possible with an 8% to 41% increase in ‘excellent’ response. No % decrease recorded
- It was suggested that we keep the questions the same year-on-year to allow for ongoing comparison. It was pointed out that whilst a 2015 NHS GP survey is available, being able to compare our results year-on-year would be more helpful than comparing ourselves to other practices. ACTION POINT: It was agreed to keep the same questions on the survey

- Individual comments received on the questionnaires were all very positive with one or two exceptions:
 - Patients with medical exemption cards do not always bring them to appointments. There was a suggestion that the dispensary keep a record of these card numbers and validity dates such that patients are still able to collect their medication, or others can collect on their behalf. ACTION POINT: This is now being done
 - There was one comment that medication was not ready on time and items were often missing/incorrect. As the questionnaires are anonymous, it is difficult to know what this specifically refers to. However, it was felt that this might refer to auto repeat prescriptions and may be a 'one off'. The situation is being monitored
 - It was mentioned that changes to the brand of drug being prescribed can be confusing for partially sighted patients who struggle to read the labels. Dr Doswell briefed the meeting about ways in which the practice aims to meet patients individual accessibility needs. ACTION POINT: A new notice will be made for the dispensary window to ask patients to let us know if they need further assistance
 - Several patients commented on the music played in the waiting rooms. The Practice Manager is currently investigating what other music is available to provide more variety
- Feedback re: online access
 - Increase of 12% in number of patients interested in online access for booking appointments/repeat prescriptions etc
 - 34% of patients responding to the questionnaire are already registered for online access with 6% indicating some issues with their online account
 - There have been a number of changes to the way these accounts are set up over the last few months which may have had an impact on patients' usage of the service. It is hoped that any issues have now been resolved but please do contact the surgery if not
 - Currently doing a 2 week campaign in increase awareness of online service via leafleting through prescriptions and notices around the surgery. Positive response to date

6. Practice News

- Staff
 - Dr Farrell – will be leaving at the end of August 2016 as he is moving to be closer to his family
 - Dr Caspar Wood will be joining us on 1st September 2016. He will cover the same sessions. He comes to us from a GP practice in Boston Spa and is also moving to be closer to his family in Northallerton
 - Kate Robinson – joined mid-Jan 2016 to assist the Practice Manager with the increasing administrative workload of the practice
 - Kevin Cheung has now left – see agenda item 8 below
 - Alison Green has been promoted to Dispensary Manager as of 1st September 2016. She will be working on CCG initiatives to make our prescribing more efficient and spending some additional time on administration. She will continue to work in the dispensary as she does now

- Pauline Combe has been appointed as a community nurse for the Thirsk Nursing Workforce Project. Pauline is a shared resource over our practice and the two Thirsk practices, and has been appointed on a minimum 2 year contract to support the existing practice nurse and district nurse teams by visiting patients referred to them by GPs. These patients may find it difficult to get to the surgery for various reasons or need extra support for example diabetic patients or those who need bloods taking. We currently have around 8 to 10 patients on the scheme which is working well
- It was mentioned that patients did not always know who all members of staff were. It was noted that photographs and names of all staff are available on the website
- Premises/Building works
 - Building grant application withdrawn – plan to install lift and reconfigure consulting rooms dropped as the plans would not result in an increase in the total number of consulting rooms and was not therefore seen as worthwhile
 - The downstairs toilet will be upgraded and it is hoped to do this later this year
 - There is a small tear in one of the downstairs waiting room seats which we are looking to repair
 - Some additional work is being done in the admin office to cage the network server/IT equipment
 - It was suggested that a second bannister rail/hand grabs be installed on the stairs for patients who struggle to get to the upstairs waiting room. It was noted that it is always possible to book an appointment in a downstairs room if wished. ACTION POINT: Dr Doswell to look into this further
 - There was a short discussion about possible fire evacuation procedures for upstairs. Upstairs is currently assessed as low risk as there is less traffic up there and appointments can be made for patients downstairs when needed. Please see point above. The situation will continue to be reviewed as part of the Practice development plan and Health & Safety review
 - Quotes are being obtained for fire doors for Dr Parker's room and Dr Farrell's room. This is more for sound proofing purposes rather than Fire safety requirements

7. Cryotherapy service update

- Thirsk Health Centre and Topcliffe Surgery share the cost of the Wednesday afternoon monthly freezing service. It is, however, no longer part of our current contract and there is no evidence to suggest that freezing is more effective than other forms of treatment available such as gels. The service will cease from January 2017. There is a small possibility that this could result in more referrals to dermatology clinics so the decision will be reviewed in due course to determine the long term impact

8. Clinical pharmacist – Dr Doswell to give brief overview of current situation

- Funding left over with the CCG from the Prime Ministers Challenge was used to fund clinical pharmacists for a set amount of time to undertake medication reviews.

This initiative has now ended and Kevin Cheung left at the end of June 2016. He has moved to Haxby on a permanent contract and we wish him every success in the future

- The CCG is heavily in deficit and moves need to be made to redress the financial situation. The Transformation fund has now been made available to fund interface clinical pharmacists. This funding will cover 1.4 hours/fortnight for the practice with pharmacists being shared over a number of practices. These pharmacists will look at prescribing to look at ways to reduce some of the current deficit
- Coeliac patients have previously been able to receive gluten free products on prescription. Given the greater availability of such items and the resultant reduction in cost to match non-gluten free products it has been agreed that these items should no longer be available on prescription except in cases of extreme hardship. This decision was taken after a consultation period by the CCG
- They will also look into other projects such as Vit D deficiency and COPD/respiratory inhaler usage

9. CQC (Care Quality Commission) report – Dr Doswell thanked LC who kindly agreed to be interviewed as part of the inspection which looked into our auditing process, protocols, prescribing and monitoring processes. Particular thanks were also extended to Dr Chappelow who did a great deal of the preparatory work for the inspection which took place one week before she retired!

The outcome was extremely pleasing with Topcliffe Surgery being awarded Outstanding for Caring and Good in all other areas. A full copy of the report is available to download on the website. Minor improvements have been suggested in some areas as follows;

- Some changes to the ways in which we prescribe medicines
- A review of the monthly monitoring of prescriptions both electronically and by paper
- The downstairs patient toilet needs improving. This is ongoing; see above

10. A.O.B

- A query was raised regarding whether patients should automatically book an appointment for a medication review date as detailed on the white sheet on repeat prescriptions. Dr Doswell said that it is always best to check with the dispensary assistant when collecting a prescription before booking an appointment as it depends on the type of condition being treated. All reviews are checked by a GP and will not always require a face-to-face meeting
- WJ informed the meeting that a meeting was due to take place at Thirsk CP School on Thursday evening at 6:00pm regarding the future of the Lambert Memorial Hospital. The hospital has been closed for the last 12 months and the meeting is to discuss the next steps
- It was requested that a hearing loop be made available for future meetings. **ACTION POINT:** KR to ensure that this happens

11. Date of next meeting

The next meeting will take place at the end of February 2017. Date and time to be circulated

The meeting closed at 3.10pm

