

DUNSVILLE MEDICAL CENTRE

Minutes of the Patient Reference Group

Held on Tuesday 30th January 2018

Surgery Representation

Paulette Davies - Assistant Practice Manager (minutes)
Paula Farmer – Data Manager (chair)

Members present

Pam McLay
Brian Jackson
Fred Fielden
Mike Jackson
Janet Robinson
Brian Ross

New members

Wendy Campbell
Hilary Williams
Joyce Reeves

1. Apologies

Sydney England
Lee Pitcher

2. Actions from previous minutes (March 2017)

No follow-up actions

3. Practice List

In 2017 the practice made a formal application to NHS England to temporarily close our practice list to new patients due to the shortage of GP's. This application was granted for a period of 12-months and this is due to expire in April 2018. We have made a further application to extend the closure (due to no improvement in our GP status) and we are awaiting the outcome of the panel meeting which is due to be held week commencing 5th February.

The group were updated on our current clinical staff in place and plans for the near future:

- a) Both Advanced Nurse Practitioners had left the practice in July and August 2017.
- b) The practice is working with two long term locum GP's; Dr R Chaudhary (female) and Dr S Nawaz (male). We also have a regular triage nurse.
- c) We continue to face recruitment issues, like many other practices in the area, as many GP's prefer to work as locums rather than joining a practice on a permanent basis. We have, therefore formally expressed an interest in the possibility of recruiting GP's from the European Economic Area (EEA).

There were concerns from the group regarding the training and qualifications of the European GP's. We do not have any definitive answers at the moment, but we could reassure them that they will have to meet high standards including being able to speak good clear English.

This point brought some negative response from the group, but on the whole it was favourable following some positive feedback from other members.

- d) One of our practice nurses, Angela will be commencing training in September 2018 to become an Advanced Nurse Practitioner.
- e) One of our Healthcare Assistants, Ellie will commence a course in the near future to train as a treatment room nurse.

4. Repeat Prescription Voicemail

The group were informed that the practice wants to close the dedicated voicemail for ordering repeat prescriptions, mainly for the reasons of safety and following guidelines from Medical Defence Union.

A period of notice would be given to patients to inform them of the decision to close the voicemail option.

There are plenty of alternative options for ordering repeat prescriptions, which include:

On-line (directly into clinical system)

Email (dedicated email account)

Post

In person at the surgery (repeat prescription box or prescription desk)

Via a pharmacy

However, the practice does not currently have a plan to stop taking messages from patients who feel they cannot use any of the alternative services (as listed above). These would be taken at reception through the main surgery contact number. Depending on workload this may be reviewed in the near future.

Currently the practice currently has 19.8% of the practice population registered for on-line services. (This could be for ordering repeat prescriptions, booking appointments or viewing their medical record or a combination of all three).

The group felt this was a low figure, but we are on a par with other practices in Doncaster and on target set by NHS England, which is 20% by 31st March 2018.

Purely out of interest, the figure has been broken down to show the comparison in age range.

Age group – up to 49 years – 43.4% have registered for on-line services

Age group – 50 plus years – 56.6% have registered for on-line services

More facilities would become available on-line in the future, and the group discussed how to promote the online service to more patients.

The group also expressed that some of them would like to do a simple set of instructions to follow to enable patients who are not familiar with using computers and/or internet.

5. Any other business

- a) It was brought to our attention that when patients telephoned the practice, they were left holding in silence following the introduction message. This has been reported to the

telephone service provider on two previous occasions to re-introduce the music when on hold. The assistant practice manager would take this up with them once again.

Also it was agreed that the introduction message is far too long when patients telephone the practice. We are aware of this, but we have had a lot of information to announce to patients at their first call. It was agreed that this message would be condensed and the management team would action this.

- b) The practice raised £160 from the Christmas raffle, which went towards the repair of the ECG machine.

The practice staff donated food parcels to the over 60's Christmas dinner at the Dunsville community centre in December and we later had a visit from the Mayor to thank the staff.

Date of next meeting to be confirmed

Post meeting note - Practice list closure:

The Primary Care Commissioning Committee have approved our application to keep the practice list closed until 17th April 2019.