

Notes of Ladies Only Patient Group meeting held at
Peartree Medical Centre
Tuesday 25th July 2017

Present:

Patients:

SW RB SB TA HT KN DD

Practice Staff:

Ann Sutton – Nurse Practitioner
Razwana Rafiq – Senior Receptionist
Shazia Rasoul – Interpreter
Dr DNP Singh – GP
Rajvinder Shankar – Care Coordinator

Introduction

Razwana welcomed patients to the meeting.

Telephone Triage

Razwana informed the group the practice would like to trial a telephone triage service for all appointments, including gp appointments. Dr Joseph and Shazia have recorded a new telephone script message informing patients of the new changes. On answering the telephone the Reception Team will now ask patients a series of questions. This will allow the Reception Team to allocate the appointment to the appropriate clinician. It was agreed by the group this was a good idea. The changes were planned from 31st July 2017.

Extended Hours Appointments – GP HUB

The group was informed of the new pilot scheme funded by the Department of Health. A company called First Provider use the premises to hold extended hours surgeries. We are working with eight other practices across Derby City to offer extended hours opening. For July 2017, the surgery would be open for five evenings per week from 1800 to 2000. Doctors and nurses will be based both at Peartree Medical Centre and The Park Chaddesden and will see patients from all nine surgeries. From August 2017, based on patient feedback the surgery will open for three evenings per week plus Saturday mornings at Peartree Medical Centre. Patients can book appointments in the normal way but patients are unlikely to see their regular GP or nurse.

Surgery Extension and CCTV

The meeting was held in one of the new Consulting Rooms. The group was very impressed with the new Consulting Room and the revamped Waiting Area. Razwana informed the group new signs directing patients to the Consulting Rooms would be up very soon. The extra space will enable us to enhance services from the surgery including the recently introduced extended hour's clinics five nights a week. We are also commencing a regular session with the Derby City Council Livewell team from July 17 for patients to receive lifestyle advice including quitting smoking. Dr Singh informed the group, CCTV cameras have been installed. Six cameras have been placed inside & outside the building covering the Carpark including the new extension and one of these has been located in the Waiting Area.

Care Coordinator & Carers Award

Razwana welcomed Raj to the meeting and a discussion about her role took place. Raj informed patients her role involved liaising with colleagues and other health and social care professionals to help support and coordinate the care of patients within practice.

Dr Singh informed the group the practice has recently been awarded the Carers Pledge. Dr Singh and Practice Manager Mike Newbold were invited to the Derbyshire Carers Annual Tea Party at the Derbyshire County Cricket Ground in June 2017. Over the last year the practice have done extensive work to identify carers. Following this the practice set up clinics for Derbyshire's Carers to carry out on site carers assessments for our patients. Since the partnership work started in late 2016, 30 carers have been assessed and wherever possible, between two & four assessments have been undertaken each month. The group welcomed this service and recognised the practice's commitment to support all patients. Shazia informed the group patients can refer themselves to this service and should contact Reception for more details.

Public consultations and proposed changes to prescription medicines

Shazia talked about upcoming public consultation taking place regarding prescription medicines. Dr Singh talked about the ever increasing demands on the NHS resources and these public consultations will look at how best to spend the budget and what changes can be made.

Expected level of service from the local hospital

Razwana talked about the new notice board in the waiting area. The Practice has noted a number of requests from patients to issue hospital outpatient prescriptions. Razwana informed the group, patient must take outpatients

prescriptions to the hospital pharmacy as this is part of the NHS hospital contract and therefore the practice cannot issue these.

Influenza Clinics

Ann talked about the upcoming flu and shingles clinics in the autumn and advised patients of the importance of attending. Letters will be going out to patients in September.

Xpert Health

Ann informed the group of an education programme set up for diabetic patients and those who are Prediabetics. X-pert Health provides effective education courses to prevent and manage diabetes. This is a free service and referrals can be made through the Practice Nurses. Patient KN had recently attended the programme and informed the group of the support provided and encouraged other patients to attend.

New Staff

Razwana informed the group of our new Health Care Assistant, Lorraine Shenton and new Clinical Pharmacist, Kuldeep Virdee. Lorraine will be working alongside our Practice Nurses to manage chronic diseases. Kuldeep's role includes medication reviews with patients. He will have a clinic at the Practice every Mondays.

Health education

Razwana talked about the various health education events held in 2016. These included activities to encourage patients to attend for various Cancer Screening programmes.

Travel immunisations

Ann informed the group of a national shortage of some travel related injections including Hepatitis A and to book travel injection appointments at least 6 weeks before travel.

The meeting concluded after 60 minutes.

Razwana Rafiq
Senior Receptionist