

**Notes of Patient Group meeting held on Thursday March 22 2018 at Peartree Medical Centre.**

Present: AS KC MA AB FS MY

Dr DNP Singh Mike Newbold Aneesa Ajaib  
Beth from Derby Health Watch

Apologies: CW SA RB DKD MV

The usual Briefing Note had been prepared and circulated prior to the meeting. A copy has also been posted on the website.

The Briefing Note was used as the basis for the discussion.

Mike welcomed all to the meeting including our new Care Co-ordinator Aneesa Ajaib. Beth from Health Watch also joined the meeting for the second time & explained her role to patients.

### **1. GP Access**

There were a number of initiatives listed under GP Access which set out further work to address ongoing patient concerns about access. Beth was able to enhance the discussion by sharing her experiences across Derby City practices. The patient experience at Peartree MC is not untypical.

#### **- Out of Hours Service**

Dr Singh and Mike answered questions about the operation of the Out of Hours (OOH) hub service from the Peartree building on behalf of a total of nine surgeries. They answered questions about its impact on the smooth running of existing services. Work is ongoing to draft a service contract which will specify clearly the relationship between the surgery and the OOH hub service. This will ensure the continued provision of OOH services without jeopardising existing services.

The popularity of the service with nearly 20% of pts using the service was welcomed.

#### **- Online services**

Patients noted the work to increase the number of online service users. They asked the Practice to reconsider the overall allocation of appointments available for online booking now that numbers registered had reached the 20% target. Mike will review this.

#### **- Reception triage**

Dr Singh reminded patients of the rationale behind introducing this new system. Mike confirmed that text messages had been sent to patients about the new service and that the opening message on the phone by Dr Joseph also explains this.

### - Pharmacy First/Minor Ailments Scheme

Dr Singh reminded patients of the value of this scheme and its potential impact on reducing the demand for GP appointments.

Mike said that an information session had been arranged for the morning of Thursday April 26. Medicine Management colleagues will be in the surgery waiting room to answer patient questions and to provide information in languages appropriate to our patient population. Text messages will be sent out nearer the time.

Medicines Management are also reviewing the current scheme and it may be that Pharmacists will be able to offer care and advice for a greater number of conditions in the near future. The surgery staff have fed back their thoughts on issues appropriate to our community.

### - Patient Self-help

Self help can improve the quality of life for patients and reduce their reliance on medical services. Patients noted a range of recent self help and education sessions.

Beth explained the Winter Watch workshop and its outcomes.

Mike provided the latest update on the HCA's proposed walking group.

FS and Aneesa discussed the arrangements for the forthcoming Arthritis Support Group and the speaker who has been arranged. Session to be held on April 23.

FS explained the recent refusal by the local mosque to host a drug awareness session. FS and MA agreed to talk further to discuss how best to arrange this. Peartree staff offered to support the event personally if this was of help.

### - Frequent Flyers

There are a significant number of patients who use GP appointments disproportionately. In the opinion of clinicians, their condition or illnesses do not warrant such an attendance level. The highest attender in the last twelve months has seen a GP on 34 separate occasions. The Practice calls these 'Frequent Flyers'.

Aneesa is looking at those patients whose high attendance is unwarranted and determining if other responses may be appropriate eg referral to Clinical Pharmacist for medication issues or whenever they ask to see a GP, arranging for the GP to call first. Aneesa's predecessor started this work and it has started to reap some dividends for the Practice & wider population. This work will be ongoing and is reflected in our Action Plan. (see below).

## 2. Action Plans

A full discussion took place on the 2017-18 achievements against the plan & the proposals for 2018-19. It was agreed that these plans will continue to take the Practice forward and enhance patient services. Both were noted & approved.

### **3. Vision & Terms of Reference**

Patients agreed that the Vision statement and underpinning values continue to be representative of the surgery and set an appropriate objective.

Mike handed Beth a copy of the terms of reference for this group. He had reviewed this document and felt that no changes were needed. Patients approved it for future use.

### **4. Text Messaging Information Strategy**

Patients agreed the proposed strategy together with a regular reminder about the Reception Triage service.

### **5. Complaints**

Mike explained the main themes and headlines from this year's review of Complaints. He handed Beth a copy of the Reflections Paper which is also available online.

The meeting concluded after one hour.

Mike Newbold  
Practice Manager  
March 23 2018