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| PATIENT MEETING |
| Minutes | 14th march 2018 | 1.00pm | lONGROYDE sURGERY |
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| **Attendees** | Dr J Grant - GPDr J Preston – GPJoanne Kellett - Practice ManagerPatient representatives - PR, SR, TK, GF, NF, JAApologies: CD  |

The Practice Manager opened the meeting by welcoming everyone. The minutes from the last meeting were reviewed.

* NHS England continues to encourage practices to increase uptake for online services. The number of patients registered for online services at Longroyde Surgery is now:

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|  | **Nov 16** | **June 17** | **Jan 18** |
| Appointment booking | 523 | 564 | 636 |
| Requesting medication | 523 | 564 | 636 |
| Access to detailed coded records | 37 | 47 | 56 |
| Total % of patients registered for online services | 12.4% | 13.1% | **14.5%** |

The practice is actively encouraging patients to sign up for online services when they register as a new patient. The take up has also increased following the Calderdale CCG led proposal for pharmacies to no longer order medication on behalf of patients

**Friends and Family Test**

The results for 2017 were discussed. The practice continues to collect excellent feedback through the Friends and Family test and the national patient survey.

106 – extremely likely to recommend to friends and family

8 – likely to recommend to friends and family

0 – neither likely or unlikely, unlikely or extremely unlikely

A recent NHS England report showing the latest findings of the GP Patient Survey published on the Halifax Courier website showed Longroyde Surgery as the best practice in Halifax with 97.5% of patients recommending the surgery.

We are all delighted with the results and will continue to provide the best service we can to all our patients.

**Access incentive scheme**

Calderdale Clinical Commissioning Group have introduced the Access Incentive Scheme for Calderdale practices. The schemes aims are:

* To improve patient access and experience
* All practices will be need to evidence that they are open core hours –

8.00am – 18.30pm Monday to Friday and expected to stay open to provide access for patients in person and by telephone

* Minimum standard across all Calderdale practices will be 70 appointments per 1000 head of population per week, averaged out from October 2017 – April 2018
* Ensure people assessed with an urgent clinical need have same day access to their GP, both adults and children

The above scheme has been running now since October and is due to finish in April 2018. We have not encountered any problems in delivering the scheme. We have noticed a slight increase week on week with the number of phone calls received between 08.00 and 08.30am.

**Surgery trees**

The original planning application for the removal of trees in the car park was rejected but further evidence and a letter of support from a PRG member have been submitted. We have received permission for some of the existing branches to be pruned and this work will be carried out by the tree surgeons on Tuesday 20th March.

**Changes to practice following retirement**

Dr Brook will retire from the practice and as Chair of Calderdale CCG at the end of April 2018. His last working day is Wednesday 25th April 2018.

Dr Sophie Mugglestone, who currently works as a locum on a Thursday for the practice, will become a salaried GP working 4 sessions per week from May 2018. We are currently advertising for another salaried GP.

The practice leaflet and website will be updated to reflect the changes to surgeries.

**Improved Access**

NHS England expect all practices to offer an improved access service from 6.30pm – 8.00pm, 5 days a week.

In Calderdale it has been agreed to deliver this service in localities rather than by individual practices. We hope for the Brighouse locality to be up and running from the end of April 2018.

The requirements are:

Central hub for each locality

16 sessions a week over 5 nights (Monday – Friday)

3 clinicians per night – one has to be a GP but other 2 could be Practice Nurses, Pharmacists, Nurse Practitioners

15 minute appointments

Patients will contact their own surgery to book these appointments.

At present both Rastrick Health Centre and Southowram surgery have shown an interest in being the hub.

Practice Manager will update the group once all the details have been finalised.

**Counselling service with the practice**

In September the practice agreed to increase access for patients to psychological therapies for people with long term conditions including chronic pain, depression and anxiety by offering a room at the surgery for the therapists to see patients locally instead of them having to travel to Halifax.

The service was set up in December and we now have 2 therapists working from the surgery on a Friday – one in the morning and one in the afternoon.

GPs refer patients into the service for an assessment and the therapist and patient then decide on the best course of action.

It is early days but patients who have attended have found it beneficial and prefer to attend the surgery rather than travel to Halifax.

PR shared a survey that he received at the recent Calderdale Health Forum on psychological services in Halifax which will be made available in the waiting room for patients to complete.

**Changes to the Pharmacy Repeat Prescription Ordering Service**

From 1st February 2018, changes were made in Calderdale to this service. Whilst it was recognised that there are potential benefits to pharmacies ordering repeat medication for patients, it was felt that due to increasing workloads, some pharmacies and other suppliers do not always have the time to contact patients to check which items they require prior to placing an order at their surgery. This can result in medicines being requested when not needed, leading to waste.

Our surgery and others in the locality met with local pharmacists to agree how this would work for our patients. Each practice agreed a list of vulnerable patients who the pharmacies would still order for. Our patients can register for online service, telephone the surgery or call in to order their medication. We have not noticed any issues since the changes came into effect.

**Calderdale Health Forum meeting feedback**

PR attended the recent health forum meeting and reported back to the group. The main points were:

* There seem to be issues with patients being able to get through to the central appointments booking telephone line. This is being investigated as it was thought that perhaps the staff are being tied up dealing with other queries rather than just booking appointments
* Some surgeries have patients who volunteer to be surgery champions. The idea is they help out their surgeries during flu clinics etc.. Some champions visit patients who are lonely to give them a bit of company
* Changes to the Pharmacy Repeat Prescription Ordering Service was discussed
* E-consultations are to be piloted in Calderdale

The slides from the meeting will be circulated by the Practice Manager when received. As always, we appreciate representation at this meeting.

**Any other business**

Dr Grant explained that since January 2018, the surgery no longer runs a “one stop shop baby clinic”. Locala took over the running of the health visiting service and have now taken baby clinics out of surgeries and moved them to children centres. Health Visitors are no longer based at practices and contact is made through a central hub in Halifax. The practice are disappointed with these changes but we will continue to try and maintain a good working relationship with the health visiting team.

GF asked if the practice could offer a service to detect prostate cancer. Dr Grant explained that the government organise national screening programmes but screening to detect prostate cancer are not always accurate.

**2018/19 Action plan**

Action Plan

* Continue to promote the online service facility to patients to achieve the 20% target
* Monitor usage of the 6.30pm – 8.00pm appointments by our patients
* Continue to offer the same level of access following the changes to GPs and sessions
* Continue to follow up on the planning application to get trees removed from the car park

Next meeting will be arranged for later in the year but if anyone wants to raise anything before the next meeting please get in touch.