

## **Healthy Living Group Meetings Tuesday 4<sup>th</sup> June at 5.30pm**

### **Members in Attendance**

**Clair Thompson, TL, ML, UG, SB, GE, ES (student nurse) Mandy Neville, BF & WD**

**Members sending apologies – BN**

**Mandy thanked everyone for attending**

### **Bogus Calls**

Group Discussion re bogus calls various members mention calls to them at home. Re bank fraud etc

MN mentioned importance of Call Guardian having the practice telephone number allowed through as we have had occasions when calls are not getting through to the patients from GP.

The telephone number to allow is 01142322099 & 0114 2322055 as this means the GP can return a patients call without being stopped.

### **Staff Changes – Covered by MN**

Tom Hewitt – IT lead has started and been very well received and is already doing some positive work and also fitting well into the team. He has already adapted the Welcome pack to be a more concise and user friendly version. MN will bring practice welcome pack to show group next time.

Sarah Messenger GP is leaving the practice and starting work in Barnsley. The practice is going to miss Sarah and are aware of the huge void she will leave. Libby Collins is going to train in minor surgery and will look after the medical students.

Patients will be made aware and vulnerable patients/special cases will be handed over to other GPs

Ellie Smart – new student nurse introduced to the group.

### **TARA**

Update re TARA – from TL and ML

AGM will be held soon and there are staffing issues. TL considering getting back involved, but uncertain at this time.

The TARA house is no longer in use and is being made into a residential property.

TL set up a face book page for 'Friend of Foxhill' just an informal 'whats happening page'

### **DESMOND**

DESMOND – Clair let the group know that DESMOND ( the structured diabetes education Programme) is holding another two Friday morning sessions in August at the medical centre and she explained how positive this was for our patients and highlighted the excellent feedback we have had from previous sessions.

## **Practice Participation Group Network**

MN – asked if anyone wished to attend the sessions which brings together patient reps from various practices across the city. At the moment no volunteers.

## **Neighbourhood Working AKA Network North**

We are going to do some work with frail patients – Karen Waller and Clair Thompson to work to help stop patients being readmitted by reviewing meds and discharge plans from hospital and referring on to AGE Concern workers to help with social issues etc.

Dr Nicola Moody has been appointed as Clinical Director of Network North, she is a GP at Chapelgreen.

## **Complaints Review.**

MN covered details of complaints

After reviewing the complaints the group felt there was no worrying pattern in the complaints and that some positive changes in practice have been made by working through the complaints

Positive changes included – teaching between clinicians, discussions about 3<sup>rd</sup> party complaints and also being mindful of ensuring even if a patient brings in a relative we must check that the patient is giving consent for us to talk about previous consultations etc.

## **Next Meeting**

**Tuesday September 3<sup>rd</sup> at 5pm – All welcome**