

Minutes of Healthy Living Group held 25 June 2018

Present:BH, WD, UG, SB, ML, BF, Mandy Neville, Clair Thompson

Apologies: from BN

In attendance: Lewis Horax, Nurse Student

Minutes from last meeting on 30 April 2018 were discussed and agreed.

Student Nurses

Mandy introduced Lewis who is our Nurse Student. Karen and Clair are trained to mentor nursing students. We are part of the scheme so that we can encourage nurses to join general practice.

Opening times review

Mandy explained that the practice has to report on opening times via an Electronic declaration. The practice has received a questionnaire to complete to confirm that the opening hours are as per this declaration. NHS England and Sheffield Clinical Commissioning Group consider that we are breaching our contractual arrangements. The questionnaire asked the practice if we have discussed our opening hours with the patient participation group. We have advised that we haven't done this to date but planned to do it at the meeting on 25 June.

Mandy informed the meeting that the national patient survey from 2017 reported that 77% of responders were happy with the opening hours. This is the questionnaire patients receive at the home address to complete and return.

Therefore Mandy asked the HLG what they thought to the current opening hours:

Currently:

8.20 to 12.30	every morning
1.30 to 6	Tuesday
1.30 to 4	Thursday
2 -6	Monday, Wednesday and Friday

NHS England class 8-6.30 as core hours and they request that we provide 'Reasonable Access'. Many practices in Sheffield close at lunchtime on Thursday afternoons in Sheffield.

Opening at lunchtime was discussed; ML asked if this would create more appointments and Mandy confirmed that there would not be any extra appointments created. The practice would have the doors open and the reception desk manned. The phones would still go through to the deputising service. Therefore the extra provision would be for patients to come in and speak to reception with the queries. The group couldn't see what benefit there would be to opening at lunchtimes if no extra appointments were created. They felt that opening at 8.20 was adequate as the earlier we open the doors, the earlier the queues would start outside and this would not be an advantage to the patients.

ML pointed out that this would be an additional expense for the practice and would not really provide enough benefits to justify the costs especially if it did not create more appointments.

Mandy explained that she had reviewed all the complaints for the last 5 years and none had been about opening hours.

ML pointed out that the pharmacy closes at 1pm on Thursdays so opening later on Thursdays would not be much of an advantage. Mandy confirmed that the practice will continue to open until 4pm.

We discussed perhaps keeping the doors open until 6.15pm (Monday, Tuesday, Wednesday and Friday) to allow patients to call in for their prescriptions on their way home from work.

The HLG agreed to these comments being fed back to Sheffield CCG.

Promote access to online referral bookings

NHS Digital is promoting the service where patients can book their appointments online following referral (nearly all referrals are now undertaken

electronically by the practice). We are enclosing a leaflet in every letter we send out to patients with their referral details. This letter contains the unique code and password for that referral. Mandy wrongly reported that an appointment is sent out and ML challenged this so Mandy agreed to check with the Secretary and report back.

ML commented that he had received a letter without an appointment. The Secretary has confirmed that where the referral is for a two week wait (Suspected cancer) or for a hearing aid appointment she will book the appointment but doesn't routinely do this for all referrals. She will use her judgement if she knows the patient and feels that it would be easier to book the appointment for them.

Clinical Coder Job

As discussed previously regarding a Clinical Coder role to assist the GPs in recording data from hospital letters, the practice have now decided to recruit. The role is for 20 hours. (closing date 29 June), interviews 18 July)

COPD - Improved Access to Psychological Therapy workshops

The Improved Access to Psychological Therapy service is offering group sessions for patients with COPD. The practice team are actively inviting COPD patients to these events held locally, they run for 5 weeks.

Park Run Scheme

This is being promoted nationally. The practice will discuss how we can refer into this. UG felt we should not expect staff to have to offer to run this service and Clair agreed that its more about us making sure everyone is aware of its existence and how to encourage patients to join in. Clair will look into this further.

Foxhill Tenants and Residents Association

Annual General Meeting is on 5th July at 6pm at the TARA house on Powley Road.

Security of Medical Records/information

Due to the new General Data Protection regulations patients are getting confused by the many different issues around access to records, consent etc. Mandy wanted to reassure the HLG that the practice abides by the regulations and are in the process of updating their protocols according.

The IT lead at the practice has produced a flowchart for reception so that requests are handled appropriately. The IT lead is able to support and advise any patients when they make enquiries.

Pop up police station

A pop up police station was held on 16 May but no feedback yet from the police. They are planning more dates:

- Tuesday 31 July 2018
- Friday 17 August 2018
- Tuesday 11 September 2018
- Thursday 11 October 2018
- Tuesday 13 November 2018
- Wednesday 5 December 2018

Smoking whilst queueing outside for same day

A patient has complained to Dr Collins that she feels it is inappropriate to smoke whilst queueing outside for same day. Everyone agreed that we should put a notice up to say no smoking on this site. There is a permanent no smoking sign on the wall but it is very near to the sliding doors so another temporary one will be fixed to the pharmacy window (with their permission).

Complaints review next meeting

We had to defer the complaints review as the opening hours discussion was of importance for this meeting.

Date of next meeting

Tuesday 11 September 2018 at 5.30pm New members always welcome.