

Sothall and Beighton Patient Forum

Minutes of the meeting Wednesday 6th February 2018 at 6:30pm



Chair: Michael Lyall (Practice Manager)

Minutes: ML

Members Present: CL, JM, KS, JS, SR, DR, MT, BT, JW, MK, CA, PH, GS, & Dr R Welch

Apologies: TS

ML opened the meeting by thanking everyone for attending and confirmed group agreement with the content of the minutes from the last meeting

1. Information regarding this season's Flu Clinics

This year the practice has given more Flu vaccinations than before with a total of over 1,744. We have managed to use all of our stock for under 65's and children but still have around 100 vaccines suitable for over 65 years of age, these will be disposed of if we aren't able to administer them. Any patient over the age of 65 can call or visit the surgery and book a five minute appointment to receive the flu vaccine free of charge. This really needs to be done before the end of February and will all restart in September.

2. Staffing at the practice

ML informed the forum that we have another Physician Associate, Ria Davies who joined the practice in January, we also have Doctor Grace Howarth who joined the practice in November and Doctor Katherine Gane will be joining us in March 2019. There is a well-publicised shortage of GP's across the UK, hence the reason we are utilising alternative clinicians. We however we are in a very fortunate position of having as many clinical staff as our budget will currently allow.

3. Telephone improvement work

We are aware that telephone access is one of our patients biggest frustrations, we have invested in a new telephone system which has made some improvement and are currently working through a quality improvement initiative to make further sustainable improvements. Our median waiting times have reduced by 58% since September 2018. We do have more improvements planned but are hoping to make these in controlled stages so that we can monitor and measure the improvements. Unfortunately we still have extreme fluctuations in demand, often there can be fifty patients all calling at 08:30 on a Monday morning and there is no system that can cope with this. Patients can help by only calling the surgery before 10:30 if they require an appointment.

4. Woodhouse Forum

There is a significant resource within Woodhouse community forum which patients in Sothall and Beighton are able to access (<https://www.mywoodhouse.co.uk/>) . They are working closely with our Neighbourhood (group of local practices working more collaboratively than before). The most recent initiative they are involved in is providing a patient volunteer coordinator. This role was recently advertised and we are hoping that this will improve the opportunities for practices to engage with volunteers and to improve our

services. This raised a number of discussions especially around how much volunteers are used in rural areas such as providing patient transport etc. We will keep the forum updated on progress as it happens.

5. Patient Activation Measure (PAM)

A forum member requested that this be added to the agenda. Practice patients with certain conditions (COPD, Asthma and Hypertension) should receive an invitation on the month of their birth to attend the practice for their annual review which involves a few simple tests and measurements to ensure that their condition is being managed appropriately. From last month we have been including a 'PAM' form with these invitations. This is a simple form with 13 questions measuring how much you understand, can manage or wish to manage your own health. The results are entered into a 'tool' which gives patients a score, this score can then help the clinician to tailor the advice and treatment more appropriately to the needs or wishes of the patient. This means that patients who are fully engaged in their own care may need to be seen less often, we will also not overwhelm patients with information they will not use. There are as discussed some limitations, the results can only be as accurate as the answers given, failure to complete the form (or missing 3 or more answers) would result in no score and therefore no potential to improve the service we are able to provide. We are encouraging patients to complete these forms accurately and either return them to the surgery or bring them to their appointment.

6. Help us to help you

(https://www.nhs.uk/staywell?gclid=COCxsZa5qeACFQR4Gwod_eQPxQ)

This is a new nationwide initiative which we are supporting aimed at relieving the pressure on GP services. Many people when they feel unwell immediately call their GP surgery for an appointment with a Doctor, our care navigators are signposting patients to alternatives and this initiative is to encourage patients with some illnesses, especially simple coughs, colds etc. to consider visiting their local community pharmacy first. Pharmacists in Sheffield have all signed up to a scheme called the minor ailments scheme and are more than capable of providing advice and medication for these and other minor conditions. Should they be concerned pharmacists will refer you to the GP or appropriate service this should reassure you that the service is very safe. A further discussion took place regarding self-limiting ailments, most coughs, colds, earache etc. will usually get better without any intervention. We also discussed that our website <https://sothall.net/> has a link to the NHS self-care forum <http://www.selfcareforum.org/resources/patient-portal/#commonconditions> page which gives advice on self-care as well as when and how long you should wait before booking an appointment. Other information you may find useful regarding which medications you can now get directly from your community pharmacy is available here:-

<https://www.england.nhs.uk/wp-content/uploads/2018/08/1a-over-the-counter-leaflet-v1.pdf> and <http://www.selfcareforum.org/>

7. City wide Patient Participation Group (PPG network)

ML explained that the Clinical Commissioning Group (CCG) are trying to relaunch care navigation to practices who did not engage. ML explained that during 2018 our care navigators at Sothall Medical Centre provided an alternative appointment to 1079 patients.

These alternative appointments enabled patients to be seen more quickly and sometimes by staff with more appropriate skills and equipment. Another aspect of this is that this has freed-up 1079 appointments that are then used by people who do need to see their GP. The CCG are hoping to bring this up as a topic at the next citywide PPG and thought that any patients with prior experience of any care navigation who would be willing to share their experience would help the cause. The previous citywide PPG was attended by a forum member who discussed some of the content which can be seen here <https://www.sheffieldccg.nhs.uk/get-involved/29-november-2018.htm> more general information including future meetings can be found here <https://www.sheffieldccg.nhs.uk/get-involved/patient-participations-groups-resources.htm>

AOB

a) A suggestion was made that we could have a list of aches and pains you should worry about and those that you should not. Dr Welch explained that this would be great if it could be done safely however the complexities of this are immense, some pains are almost exactly the same as others with vastly differing diagnosis. 111 use extremely complex algorithms to ensure that nobody 'slips through the net', something that can't really be effectively done with a leaflet.

b) Online patient access was discussed, it was suggested that a patient could only see the last 12 Months of their record. Another member said that it was possible to view more by changing the date. This is not something that we can investigate during the meeting however ML will look into this patient's case and see what can be remedied. It is important that patients understand that this access only gives a summary of their record and access to coded information which covers diagnosis but not detail. Online access can be arranged by attending the surgery with two forms of Identification (photo and address proof) and completing an application form. We would like more patients to use online access especially for ordering repeat medications as this releases time on the telephones, which we have previously discussed is an issue for all practices. More information regarding online access can be found at <https://sothall.net/gp-online-services/> or <https://www.england.nhs.uk/wp-content/uploads/2016/11/pat-guid-getting-started-gp-online.pdf>

There being no further discussions, the meeting closed at 19:50

Next meeting (provisionally) Wednesday 3rd April 2019, 18.30 at Sothall Medical Centre.