

## **Sothall and Beighton Patient Forum**

### **Minutes of the meeting Wednesday 7<sup>th</sup> August 2019 at 6:30pm**



**Chair:** Michael Lyall (Practice Manager)

**Practice staff:** Dr R A Welch

**Minutes:** ML

**Members Present:** JM, CL, SR, GR, CA, DH, PH, CF, JW, AW, BT, JW

**Apologies:** KS, JS, MK

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

#### **1. NHS App**

Michael explained that the new NHS app <https://www.nhs.uk/apps-library/nhs-app/> is now live and patients can register without contacting the surgery. To do this tick the button which says you don't have the information required at the start, this will take you to a page where you can upload photo ID and a 2 second video, authorisation and access will follow. Michael feels the app could be very helpful for patients. It is very user friendly and has an excellent 'check my symptoms' page which has the potential to reduce demand if patients use it before booking an appointment. Repeat prescriptions are easily ordered on this app which will hopefully reduce miscommunication which can happen when ordering over the telephone or on paper. A forum member was already using the app and confirmed that access is relatively easy. Other apps are also available from Pharmacies which can also remind patients to order and when to take medication. One of the Forum members explained that she uses the Weldrick's app for this. The NHS app will be promoted nationally from September

#### **2. Volunteer Project**

The forum was updated on the volunteer project. Several volunteers are in the final stages of training and the necessary checks. We are hoping to start late August by providing an IT champion who will be based in the waiting room at Sothall on pre-arranged days and support patients accessing our online services. We will share any relevant information once we finalise our proposals

#### **3. Staffing update**

Michael started by reading out a statement prepared by Dr Williams:- Dr Tm Williams will taking a sabbatical from general practice for **6 months** from the beginning of September 2019. During this time, he will focus his energy on his interest in education and training for colleagues in the wider NHS. Dr Williams will be keeping up with, and contributing to developments at the practice during this time and will be re-joining the team in March 2020. We have already secured a replacement for this period. Dr Bird who has worked for us as a locum over the past six months will be joining our team during Dr Williams's absence and working Mondays and Wednesdays. We are also considering another GP who will hopefully be working Fridays however this is still rather tentative. A forum member asked how many male GP's we will have working during Dr Williams absence. Unfortunately we will not have any male Doctors. Michael explained that should any patients have a strong desire to see a male Doctor we will need to see what can be done. We will

have some locums and wherever possible will prioritise male GP's; we also have out of hour's access to Hub sessions at various practices across Sheffield and may be able to accommodate patients there. If the need arises Michael will approach local practices to see if any arrangement can be made.

#### **4. Online Appointments**

We are now contractually obliged to provide 25% of our appointment online. We have looked at the best possible mix of appointment types to provide the best use of our resources and provide patients with a good choice of access options. We were initially concerned that this access would reduce the access for those who are unable to use the technology however we now feel that patients using this access method may improve other access methods as they will be less busy. Online access for patients will free up reception time allowing them to provide a better service for those who prefer the more established access routes.

#### **5. Flu Campaign 2019/20**

Michael explained that the World Health Organisation had instructed vaccine manufacturers to add a late strain of Flu to this year's vaccine. This has caused a delay of around a Month to all of the vaccines we use for patients aged between 18 and 65. There is no delay to the vaccines for over 65 year old patients. We are planning to start vaccinating only patients aged over 65 from W/C 23<sup>rd</sup> September (unsure of exact date the vaccines will arrive at this point). We will then hold a Saturday morning drop in Flu clinic for over 65 Yrs. only on Saturday 28<sup>th</sup> September. Patients 18 – 65 yrs. old will start W/C 14<sup>th</sup> October with a drop in Flu clinic for all patients (subject to orders of children's nasal vaccines being delivered) on Saturday 19<sup>th</sup> October. Both of the Saturday drop in clinics will run from 08:30 – 14:00. There were two forum members who very kindly offered to support these sessions as volunteers as they did last year which was very helpful

#### **6. Self check -in update**

Michael explained that finance to procure a new self -check in which was promised to the practice by the CCG earlier in the year was not now available. Woodhouse surgery have provided us with a spare self check in which is now fully operational. We apologise for any inconvenience during this time

#### **7 Policy for providing water to patients**

This issue was raised by the Forum prior to the meeting. Any patients who ask reception for water will be provided with a tumbler of cool water from a water chiller that we have in the back of the building. Michael explained that we did not want children playing with water coolers and the potential spillages that this could cause as plastic cups could be left unattended on the floor. A forum member suggested that there are conical cups available that would remove this issue. Following a short discussion it was decided that the current situation was acceptable. Should the Forum decide that providing water would be worthwhile we will bring the topic back to the forum

## **8 Research projects**

At the April meeting we explained that the practice was planning to support various ethical research projects and explained that rationale for this decision. At today's meeting we explained that we are allowing a group of academic researchers from the University of Manchester to conduct research at Sothall. They will be sending researchers on a few separate occasions during September and October. They are researching the impact and efficacy of using staff other than GP's to provide care for patients. They are particularly keen to visit Sothall as we have two PA's , one clinical Pharmacist, an ANP and a strong Nursing team and various other attached staff such as health trainers and IAPT workers. Patients will be informed in advance if there may be a researcher in their consultation and will be able to request that they are not present if they wish. The team will also be interviewing administration staff and patients who are comfortable with this. They may also be interested in interviewing members of the patient forum. This research will be very structured and we are hopeful that the information it provides will improve future primary care for both staff and patients

## **AOB from Forum**

One of the Forum members attended several regional meetings and fed back to the group:-

- The public meeting for the Health and Social Care F.T. was on 24th September, 12.30 to 4pm at Sheffield United Football Ground. This was an improvement on previous meetings, there were a number of interesting stalls promoting current and future planned improvements, and these included, Education health and Care planning for young people, mental health services, finance and pharmacy.
- Wellbeing event at Fargate, this event was well attended and including stall for recruiting new members to Sheffield Health and Social Care Foundation Trust and Sheffield Teaching Hospitals Foundation Trust, It was explained that members can contact the governors of both trusts of any problems, that be taken to the Non-Executive Directors to take to the Board. There was an explanation of the recently publicised bullying issues within Sheffield CCG and reassurance of the plan to make the required improvements

There being no further discussions, the meeting closed at 19:15

**Next Patient Forum (provisionally) Wednesday 2<sup>nd</sup> October 2019, 18.30 at Sothall Medical Centre.**