

## Sothall and Beighton Patient Forum

Minutes of the meeting Wednesday 5th February 2020 at 6:30pm



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

**Practice staff:** Dr R Welch

**Minutes:** ML

**Members Present:** JM, AB, DN, SR, CL, JW, CJF, MT, BL

Visitors: Amanda Broadhurst, Volunteer Coordinator for Woodhouse

**Apologies:** MK, DH, TS

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

### 1. Volunteer update

Amanda Broadhurst, the locality volunteer coordinator, gave an update on the current situation regarding volunteers in the area. This project intended to provide volunteers who are willing to support practices and improve the service for patients. Currently there are a number of admin. Volunteers (who cannot usually volunteer at their own practice). There are also a number of IT -support volunteers, these are currently working in practice waiting rooms encouraging and supporting patients to access practice services through apps like the NHS app <https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/>

Amanda currently has 11 volunteers in posts and is in the process of starting four volunteer drivers. We have not completely decided how these drivers can be best utilized, but the general idea is that patients who are unable to get to the practice and may otherwise require a home visit could be brought to an appointment by the volunteer. Sothall Medical Centre has one admin. and two IT support volunteers (these are currently also supporting other IT volunteers) and feel this initiative is working well. We are also hoping to make use of a driver when they are available. Amanda is currently visiting each Practice PPG meeting to promote this initiative. More information is available on our website and Facebook pages, as well as on posters in our reception area. Times, days and hours are very flexible for volunteers and any training required is provided. If you would like to volunteer please contact Amanda at [amanda@mywoodhouse.co.uk](mailto:amanda@mywoodhouse.co.uk)

A conversation was generated from this item regarding on-line access and what can be accessed; there were concerns around patients potentially misunderstanding investigation results. Dr Welch explained that a slightly abnormal result is sometimes not a concern, and needs considering in the context of that individual patient. A GP will have reviewed the results; abnormal results do not always require an appointment, so may have the comment "no action". The question was asked why patients can't see test results from hospitals. Dr Welch explained that acting on results is the responsibility of the clinician who requested them, and receiving all hospital investigation results would swamp the medical records. Accumulating all hospital results would make it more difficult to filter the relevant information. There can be many results every day when people are in hospital; the full SystemOne record can contain a lot of daily care details of those with community health service care input. Hospitals are responsible for your care when you are there and for dealing with results of investigations which they arrange. Relevant information is summarised in a discharge letter sent to the GP. Only on specific occasions will they request that we deal with their results.

## **2. Proposed Merger update (Sothall and Mosborough)**

ML updated the forum on the proposed merger (more details of this are available in December 2019's Forum minutes). The patient questionnaire and comments were briefly summarized, and the report will be circulated. Proposals have been submitted to Sheffield CCG for consideration and will be discussed during their March Board meeting. We are anticipating the CCG's support and are hopeful that the business aspects of the merger could be completed as soon as April 2020. Other aspects of the merger may take considerably longer; we are currently planning to merge clinical systems in October 2020.

## **3. Staffing update**

ML updated the forum on current staffing issues at Sothall. Dr Williams has been on a Sabbatical and is returning early March 2020, Dr K Gane will be starting Maternity leave mid-March and Dr S Bird who has been here covering Dr Williams will be remaining to cover Dr Gane's Maternity leave. Michael also explained that going forwards we would be considering Mosborough's requirements when recruiting staff.

## **4. Sheffield Primary and Community Mental Health Transformation Program**

ML explained that the above program was a new initiative to improve mental healthcare in Sheffield, Sothall was not one of the pilot practices. However if the program is successful, it will likely be rolled out city wide. More information is available at

<http://www.primarycaresheffield.org.uk/2020/01/22/primary-community-mental-health-transformation-programme/>

## **5. Beighton Health Centre Building**

Although not completely signed off, it looks very much like the Beighton Health Centre building may soon be used by the Locality District Nurses. We are still hopeful that this change may improve the chances that other services can utilise the facilities.

## **6. Friends and Family Test**

The Friends and Family Test was introduced by the NHS in 2015 to monitor how happy patients were with the service that was provided, asking whether they would recommend that service to family or friends. It has now been decided to improve the questionnaire. The first question will be mandatory and is *'Thinking about your recent appointment (or GP practice)... Overall how was your experience of our service?'* Rating scale - Very Good; Good; Neither good nor poor; Very poor; Don't know.

The second question can be tailored to the Practice needs. The Forum were asked for suggestions; some suggestions were around how services were accessed, it was agreed that this would be rather restrictive. It was agreed that the question should be easy and not pejorative, 'How could things be improved; or has the service improved'. Most of the group seemed to like *'Please tell us about anything we could have done better'*. We have been asked to keep the survey very short to encourage more people to complete them. ML explained that although there are a number of questionnaires around the practice they are very seldom completed. The new one will also be available online which may increase the feedback.

We do listen to feedback and have made several improvements based on feedback received. ML explained that NHS England independently also send a much more comprehensive

questionnaire annually to a randomly selected group of Patients. This questionnaire is lengthy and may be the reason the number of returns is often low.

To encourage a higher number of completed returned questionnaires, more information on the new friend and family test can be found at <https://www.england.nhs.uk/fft/>

### **AOB from Patient Forum Members**

- **Telephones** were discussed; one of the Forum called the surgery at about 11:45, waited 15 minutes, at 12:00 a message said that the practice was now closed. Michael explained that this was in part due to the new system's timed transfer of calls to the answering service over lunchtime. ML apologised for this and promised to look at how this could be improved.
- *Post meeting note: Michael has discussed this issue with the reception manager and all reception staff for the last 15 minutes of each session (i.e. 11:45 -12:00 and 17:45 - 18:00) will concentrate on telephones which will hopefully reduce these issues. We will monitor the effect and react accordingly.*
- Another member shared an observation: there were far more patients coming into the surgery for ordering and collecting prescriptions than they expected, given that we have largely moved to electronic prescriptions system (EPS). ML explained that we had put a lot of work into the launch of this; we also had a publicity session around a year ago. It was suggested that this could improve the effectiveness of reception. ML agreed that EPS was a more efficient way to order and process prescriptions; the IT volunteers are also helping but we feel the title Electronic Prescription Service may have put off some people who don't get on with IT. There is no IT requirement from patients; they just need to let the Practice or their nominated Pharmacy know they would like to collect their prescriptions from the specified Pharmacy, avoiding having to collect the paper prescription at the Practice. We will look at improving the uptake of this service over the coming months. More information on EPS can be found here;- <https://www.nhs.uk/using-the-nhs/nhs-services/pharmacies/electronic-prescription-service/>
- **Coronavirus** was then discussed: Dr Welch explained that we have received guidance on how to manage any potential cases and have a protocol to follow. A key part of this is that anyone who feels that there is a possibility they may have been infected should NOT come to the surgery or A&E unless critically unwell. They should avoid all contact with others and should telephone 111 who will guide them through what needs to be done to keep them and the public safe. More information is available at [https://www.gov.uk/guidance/wuhan-novel-coronavirus-information-for-the-public?gclid=CjwKCAiA1fnxBRBBEiwAVUouUhgHLe9Vd3oWCc6NrcepxIceu1O257qEu6RNn0OfOYYzrN0nG-ExsxoCM8MQAvD\\_BwE](https://www.gov.uk/guidance/wuhan-novel-coronavirus-information-for-the-public?gclid=CjwKCAiA1fnxBRBBEiwAVUouUhgHLe9Vd3oWCc6NrcepxIceu1O257qEu6RNn0OfOYYzrN0nG-ExsxoCM8MQAvD_BwE) and <https://www.nhs.uk/conditions/wuhan-novel-coronavirus/>

There being no further discussions, the meeting closed at 19:40

**Next Patient Forum (provisionally) Wednesday April 1st 2020 18.30 at Sothall Medical Centre.**