

Meeting:	Patient Group Meeting
Date:	13th November 2017
Location:	Seminar Room
Chair:	Farina Ahmad

Notes:

Present: Tim Haigh, Andrea Hartley, Farina, Sue, Sheila Carr

Apologies: Joan, Lynne Waller, Bob Mack, Brian K

Grant Application:

Grant re-applied for garage conversion to house medical records in August 17 –NHS England declined again as no direct correlation to patient service improvement.

May have to go down local funding route writing to Waitrose/ Asda

In the meantime just adding more cupboards in the admin area.

More medical records being received due to an increase in patient Registrations within the last 18 months due to new housing developments in the Nork area

Seasonal Flu clinics:

Flu clinics – over 912 uptake as at the end of November. NHS England target requirement for 65+ is 75% and for At Risk patients (patients below 65 years with a chronic disease) target of 55%. The latter is harder to achieve as the younger patients do not often come back once they have seen the GP so the last few years, Clinicians have been giving the flu jab opportunistically which has worked well for the past few years to capture these patients who are unlikely to return

This year the flu campaign was launched using the text messaging service for patients who had a mobile number. A text message was sent to almost 500 patients, which also gave them the option to decline the vaccine , which would automatically code this on our clinical system.

Registrar:

We now have two Medical Registrars in their final year at the Practice until July 2018.

Dr Stacey Dawson who joined Nork in August and Dr Sarah Appleton who joined us in April 2017. An additional 104 weekly appointments have been created for patients to see Dr Appleton or Dr Dawson (52 appointments each). It's such a privilege for the practice to be able to host two medical registrars.

Newsletter;

It was discussed at the previous meeting (10.7.17) that we should launch a quarterly newsletter to inform patients about the services we provide, including patient seasonal information eg flu information; encourage patients to provide their mobile number for text messaging service; number of appointments DNA'd (Did not attend), booking late evening appointments at the GP Hub etc.

Quote for printing an A4 double sided coloured newsletter approx. 1000 copies for the year comes to £110+ vat , assuming 250 copies per quarter for patients who come to the surgery . The newsletter can also be sent as a link to all patients who have provided us with a mobile number which FA has confirmed with Mjog. We are unable to attached as a document but can attach a link via the website .

Contents of our first newsletter to be decided . FA to approach our clinicians at the next clinical meeting to discuss contents of newsletters and one key message they would like patients to take away with them. It was discussed that for a first issue we would have a brief profile of the Drs/nurses and their speciality and include the services the practice provide. FA to email the practice booklet to Tim (TH) and to provide a draft content outline of the newsletter by the first week of December to TH with a view to get the first issue out by the beginning of January. Tim has kindly offered to put the newsletter together

Touch screen:

You may have noticed a new 'Touch Screen' when checking in for your appointment. This also captures data such as the patient's mobile number should they wish to provide this. This inbuilt software has boosted the current number of mobile numbers we hold on our clinical system from 43% to 56% of our patient population.

Text reminder:

The practice introduced a 'text messaging reminder service' some months ago which text's the appointment time to the patients mobile when booked and a reminder 2-3 days prior to the appointment. This allows the patient to cancel their appointment too, which makes it become automatically available again on our clinical system. This will certainly help in reducing the number of patients who DNA (do not attend). However this service will only work if we have the patient's mobile phone number. If patients inform Reception of their mobile phone number or use the Touch screen when checking in.

We used this tool in September to send out over 500 text messages informing patients when the flu vaccines would be available & the clinic start dates. This worked really well as this allowed the patient to 'decline' the flu jab which automatically re coded this onto our clinical system .

The Practice is also encouraging patients to register for online order of their repeat prescriptions and online appointments. At present 13.46% of patients are signed up for this service. NHS England requirement is 10% which we have exceeded but there is still room for improvement.

Surrey Downs(SD) CCG AGM feedback:

FA briefly outlined what was mentioned at the SD AGM which took place on the 29.9.17.

SD currently has more than 20 projects that aim to improve care & efficiency and to contribute to their required savings target which is £19.6m for 2017-2019

Total allocation (budget) for 2016/2017 was £359.6m (£353.2m for healthcare and £6.4m for running costs). Actual 2016/2017 spend was £368.3, resulting in a deficit (loss) of £8.7million which was in line with expectation.

AOB:

Andrea raised the question when the Freestyle Libra for Type 1 Diabetes will become available on prescription. This has now been approved by NICE to go on prescription but this has to be approved at local CCG level for each locality . FA has written to our local CCG to enquire when this will become available on prescription. This is a monthly cost of £100 to the patient at the moment.

They have responded by saying that implementation with local acute trusts is still being worked through and in the meantime GPs are being asked not to prescribe yet but they are in the process of agreeing this so watch this space !!

Date of next meeting:

12th February 2018 5.30pm