

Meeting:	Patient Group Meeting
Date:	18th June 2018
Location:	Seminar Room
Chair:	Farina Ahmad

Notes:

Present: Farina(FA), Sue, Joan, Lynne, John, Dr Sarang ,

Apologies: Bob M, Brian K, Tim H, Andrea H, Sheila C

GDPR:

FA briefly outlines what GDPR stands for. General Data Protection Regulations and is a new piece of EU legislation that will supersede the Data Protection Act..

The main changes are:

- Practices must comply with subject access requests and must respond to such requests within one month (before it was 40 days)
- Cannot charge for a copy of medical records after midnight 24th May
- Patients are now entitled to have a copy of their health record free of charge
- Where we need patient consent to process data, this consent must be freely given, specific, informed and unambiguous

Consent is permission from a patient – an individual’s consent is defined as “any freely given specific and informed indication of wishes by which the data subject signifies their agreement to personal data relating to them being processed.”

The changes in GDPR mean that we must get explicit permission from patients when using their data..

Individuals also have the right to withdraw their consent at any time.

Privacy Notice for Direct Patient Care is available on the patient notice board (in lilac) for patients to read and on the Nork clinic website for further information

With the consent lowered to 13 years (from 16 years), all mobile numbers / emails are being deleted from patients aged 13-16 inclusive, as this could be their parents information and a mailshot has been sent to the ‘guardians’ of these patients explaining this.

Surrey Care Record (SCR) :

This will be launched on the 29th August 2018. This will give selected health and social care professionals shared access to their medical records, which they don’t currently have to improve care such as local A&E departments (Epsom; St Peters; East Surrey;Royal Surrey.) The SCR will also reduce the need for patients to repeat their medical history. Patients will be receiving a copy of the Sharing Patient Records leaflet soon at their homes. There is a contact number in the leaflet to call if patients wish to opt out.

NDPP (National Diabetes Prevention programme) :

This programme has been commissioned by our local Surrey Downs CCG to try to capture patients who fall into a 'pre-diabetes' range as this can increase the risk of developing diabetes in the future.

The aim of the programme is to support people identified as being at increased risk of diabetes. By joining a 'Healthier You' programme, they will receive a personalised support plan; including advice on healthy eating and lifestyle, help to lose weight and physical exercise programmes enabling you to take full control of your health.

The first phase of letters have been sent out which has been flagged by the clinical system to identify such patients with a blood glucose level (HbA1c) within a certain range.

The patients do have the option to 'decline' and need to inform the surgery if they **do not** wish to be referred, otherwise referral will be automatic after 2 weeks from the letter going out.

Child Hub:

The Child Hub is now underway since February, This takes place across the local practices Monday to Friday and is held at Nork on Wednesday from 4-8pm for 0-16 years of age. This has proved a very popular service and has now been extended from April 2018 until further notice.

It should be noted that a 'HUB' appointment either at Nork or another practice is not suitable for routine/ regular follow up, as the Hub GP is unable to do repeat prescriptions and referrals. These appointments should be for acute conditions only.

GP 'online' is being piloted in other areas but there is a 2 page questionnaire to be completed first by the patient which would then be triaged by the GP at the practice. The GP would then call the patient back to discuss their symptoms. This is still under discussion. The down side is that the patient would have to have good IT skills to complete the questionnaire and you are removing 'face to face' slots with the GP, as they need time to read & triage the online consultation raised.. This is only at Pilot stage.

Online Booking

The Practice is encouraging patients to register for online for the order of their repeat prescriptions and booking online appointments. At present 13.46% of patients are signed up for this showing as 'active' patients who are actually using online booking.

When you include 'inactive' patients (ie patients who have signed up but have not yet activated their account), this brings the % up to 20%.

Patients updating their mobile phone number on the patient check-in screen has now increased to 6,077. This equates to 60% of the patient population. Twelve months ago we only had 5,001 mobile numbers recorded on our clinical system. This allows the patient to receive text reminders for their appointment bookings at the time of booking and to remind them 2 days prior to their appointment. This has helped reduce our DNA rate.

This can be further analysed into :

- 62% mobile numbers collated for under age of 20
- 77% mobile numbers collated between ages 20 and 40
- 60% mobile numbers collated between ages 40 and 60
- 43% mobile numbers collated over age of 60

New Registrar starting August 2018.

Firstly we would like to thank Dr Appleton and Dr Dawson for their time with us over the last 12-15 months, which is sadly coming to an end. They will be missed by everyone at Nork and patients too. We wish them both well for the future.

Dr J Paintin is an ST1 Registrar who will be joining Nork from August to December, for 2 days a week. He will be under Dr Kayali .

Contents of Newsletter:

With it being so busy the 1st half of the year, we thought rather than doing a newsletter , we can perhaps start with flyer / summary where patients should go if NOT to a GP eg Self care; where to go for minor ailments ; local pharmacy; NHS 111 ; nearest walk in centre .

On the reverse we can display the practice details ; opening times ; how to book evening Hub appointments ; practice website. This can be a start !!

Extended Hours:

The surgery on a Monday is now open until 8.30pm and the last appointment slot will be 7.50pm. The last appointment slot at the Nork Hub is 9.10pm on a Monday and Tuesday.

AOB:**New PPG Members:**

FA mentioned that she had to complete a recent survey describing the patient demographics of our PPG and we only met 3 out of the 7 criteria . It is not essential we meet all the criteria but it did show we need to have more of a mix within our current PPG.

Despite posters being put up around the practice, on the website & on the Patient calling screen, we appear to be struggling with getting new PPG members. It was suggested with ask our nurses/ HCA as they also see many patients in a week, to ask if they wish to join . Other suggestions are most welcome.

Date of next meeting:

24th September 2018 5.30pm