

## School Lane Surgery

# PATIENT REFERENCE GROUP (PRG) MINUTES (Condensed)

Meeting: Thursday 18<sup>th</sup> February 2016

### 1. Previous Minutes

At our last meeting we discussed the drafting of a letter to the Health Minister, to highlight our concerns regarding the lack of planning for medical facilities in the town. The recently approved development of 5000 new homes will generate a huge increase in population, and a crisis in local healthcare provision if this issue is not addressed.

The first draft has been presented but requires a little modification: when this is done it will be sent to the Health Minister.

### 2. Thetford Mental Health Meetings

The Norfolk and Suffolk Health Foundation Trust is now having regular meetings with the surgery and it is going well, there is a better understanding of the situation all round.

Child & Adolescent Mental Health Services make a visit to the surgery on a Wednesday in order to instruct GP's, and the surgery has a phone number to ring if further help is needed.

### 3. Age UK

Age UK has been approached by the practice and invited to host a *help and advice* session at the surgery: though unable to commit at first, they have now agreed to appear for a limited period; but if things go well it could lead to a more permanent arrangement.

### 4. Clinical Pharmacist

School Lane and Watton Surgery have been looking to employ more clinical pharmacists, and initially the Clinical Commissioning Group had accepted this idea, but the boss then left his post and the decision to approve was overturned. The policy was due to be implemented in March or April of this year, and the surgery is now considering whether or not to make a complaint.

### 5. Electronic Prescribing

From this Summer all prescriptions will be transmitted to pharmacies electronically, which will mean they no longer have to collect them from the surgery.

Patients will still be able to use their green repeat slip if they wish, and pick up their prescription form at the surgery.

### 6. Staff Changes

A new trainee GP, Dr. Nancy Prabhakar, has started at the surgery.

Dr. Sola Aminu is returning to SLS, and will begin her work on April 1<sup>st</sup>.

The practice has taken on another nurse, her name is Louise Shiels.

Nurse Zoe Collins has now left the surgery.

### 7. Complaints + Significant Events

1. Attitude - A patient complained about the bedside manner of a clinician - upheld.
2. Confidentiality - A patient was unhappy that the surgery had contacted the West Suffolk Hospital following his treatment there: GP's must be kept informed - not upheld.
3. Travel jabs - A holidaymaker had expected the surgery to finance his travel jabs, and was disappointed to learn that there would be a charge of £80 for this service. A complaint was made - not upheld.

4. Pathology - A sample was handed in at the surgery but the patient had forgotten to put their details on the label. Unfortunately, the surgery didn't notice. This was considered a 50/50 situation - not upheld.
5. Dementia screening - A patient was upset about being asked questions relating to dementia during their routine Health Care Assistant clinic: this is a standard practice that fits into a specified criteria, it is not based on a personal judgement - not upheld.
6. Phone dead - A patient phoned the surgery with a health problem but the phone went dead, and as their number was not visible on the caller display they could not be traced: there has been no report to the surgery of any hospitalisation of possible patients.

## 8. Friends & Family Test

This is a reminder to everybody that it's important to promote the Friends & Family Test. When people are well the surgery will be the last thing on their mind, but the surgery needs all the support it can get.

## 9. Other Business

**a) Pilot Breckland Alliance** - School Lane has been chosen from a list of 100 GP Practices, along with 14 others, to trial a new system where each is given control of local health services. This will mean taking on the responsibility for such bodies as the District Nurses, where the surgery will be able to design services for the town and organise them to suit its methods.

There will now be a greater power to prioritise, and the PRG would like to say: "well done surgery."

**b) Appointment delays** - There can be a significant delay for some long-term clinics at the surgery, up to 6 weeks sometimes, and this is down to the availability of *speciality* clinicians.

The waiting time to see a doctor has jumped recently from 2 to 4 weeks, and this is because one of our GP's is unwell.

**c) Repeat Prescriptions** - Patients have complained that some repeat prescriptions are not being issued as per the request, and the surgery asks that all instances are brought to the attention of reception staff.

**d) Exceptional Treatments List** - the list of treatments which are no longer routinely approved is about to be refreshed, and the point was made that patients should be made fully aware of the list so that they can perhaps consider medical insurance?

**e) RVS Project** - A project has been launched in North Norfolk by the Royal Voluntary Service, which aims to assist patients returning home following orthopaedic surgery. Patients are visited at home before they go into hospital, when any help they may need post op will be discussed. The PRG thinks this a very good idea, but safety procedures will have to be in place i.e. Disclosure & Barring Service check.

**f) SNCCG Talk** - Alison Leather of the SNCCG has expressed the desire to come and talk to us. Alison is responsible for monitoring the quality of services: she talks to our GP's at the surgery, and also tries to ensure the patients' voice is heard when it comes to the commissioning of services.

**g) June PRG Meeting** - Our meeting in June will feature an appearance by Dr. Hadley-Brown, who will give the group a talk on diabetes.

**h) PRG demographic** - The average age of PRG members was discussed, and as is common with the majority of Patient Groups, most of us could be described as *experienced*. We have had some difficulty with the recruitment of younger members, and the few that have attended our meetings did not persist.

**i) A&E Triage Nurse** - Every hospital A&E department employs a Triage Nurse, whose job it is to assess the seriousness of certain cases and whether or not they require the attention of a doctor. These nurses are in place because too many patients are turning up with a minor complaint, when it would have been better for them to ring 111 for advice. The surgery does not recommend turning up at A&E with a minor issue.

**j) Treating illegal immigrants** - In an emergency situation the surgery will not turn people away on the grounds of their legal status.

**k) Amnesty International** - The 'Human Trafficking Forum' is to be held at the Salvation Army Hall on the 23<sup>rd</sup> April, between 10.30 am and 1 pm. The event will be hosted by Simon John, and those wishing to attend should arrive at around 10am for registration and something to drink: non-alcoholic!

**NEXT MEETING: Thursday April 21<sup>st</sup>, 7 pm at School Lane Surgery.**