

DUNELM MEDICAL PRACTICE
Patient Forum
Thursday 29th June 2017 at 1pm

Attendees: Rachel Shakir (chair), Dr G Welsh, Helen Collier (part)
Patient Forum members, DB, RC, SM
Carol Greenwood (minutes)

- 1 Apologies for absence: Shaleen Christie, patient forum members: CW, MT, JW, MW, SO, GG, MC, RC, RM
- 2 **Minutes of patient forum meeting 9th February**
The minutes were agreed.
- 3 **Matters arising from previous meeting**
SystemOne has been set up to generate a confirmation SMS on booking an appointment. This is in addition to the reminder of an appointment booked.
- 4 **Terms of reference**
Rachel has been looking at Terms of Reference from other patient forum groups which are similar although some include tenureship of members. RC said he thought the Terms of Reference are inadequate and a contradiction of terms. Rachel said there is scope for improvement and spoke of a National Group that is a voice for the patients, provides support and encourages patient participation. Rachel will email members the group's terms.
- 5 **Friends and Family results for May and Patient Survey Results for Comment**
 - DB said booking appointments early morning is problematic with the phone constantly engaged and by the time the patient gets through there are no appointments available.
 - RC said that feedback from the PRG was that Dunelm are above average for making appointments.
 - Dr Welsh said that the appointment system is regularly monitored and the Practice recently introduced no pre-bookable appointments on Mondays and Fridays
 - RC commented that Policemen for example and shift workers have great difficulty in making appointments. Rachel said there is a lot of work going on with regard to extending hours.
- 6 **Overseas Visitors**
Information on Overseas Visitors has been added under the heading of Patient Registration on the practice website so that patients are aware that there may be a charge for consultation and treatment. This was added in light of media interest in overseas visitors being a drain on the NHS. Rachel said the biggest issue was secondary care which is not good at claiming money from overseas countries. If there is an urgent need of care it is free of charge to all.
- 7 **Update from representative of the Patient Reference Group – RC**
 - 7.1 **Do not prescribe / grey list (tabled)**
 - RC said there are very few people who know about the existence of the 'grey list'; a list of medication to be prescribed only under special

Action

Rachel

circumstances. RC believes the NHS are trying to get people to go to the chemist for the list of items.

- Rachel gave an example of paracetamol which can be purchased for 25p from the chemist which is significantly cheaper than the cost of having it prescribed and believes the message needs to go out to people that some medications available are cheaper to buy over the counter.
- RC said it would make sense if it was in plain language and the list was available at the pharmacies. If you go to the pharmacy there is a list of what you can get over the counter and a list of simple remedies.
- Rachael asked if the group would like the Practice Pharmacist who was in the next door office to be invited into the meeting and what questions would be asked. The offer was declined.
- Dr Welsh said the 'grey list' of medication can be prescribed but have to have a good reason. The Practice Pharmacist is working on cost effectiveness of prescribing. One drug has lost its patent resulting in an enormous saving. One steroid drug prescribed by hospitals has gone up by 1000%.

7.2 Appointment of Dunelm rep for NDPRG

- RC felt he cannot sit on a committee when he does not agree with the Terms of Reference.
- The terms of reference were discussed in relation to the type of issues that the committee do not deal with. Eg Issues raised by individuals that can be resolved by the existing systems within the practice.

7.3 Information on the GP Federations/Hubs

- Helen Collier informed the group that our Federation have put in a bid to the CCG to provide a hub for delivering extended services in collaboration with other GP practices across Central Durham. We need to find hubs that patients can travel to and we will be informed by end of July if successful. There will be pre-bookable appointments and appointments for urgent care which will be reviewed regularly. The practice has tried a similar approach on Saturdays and Sundays but unfortunately A&E attendances did not drop. Patients were waiting until the Monday to see their GP. The weekend hours reduced the urgent care and OOH appointments. The Practice Managers group have asked the communications manager (CCG) to send information to them so it can be translated into more understandable information for patients.
- Teams Around the Patients (TAPs) and the Integration Agenda (community staff such as physio, district nurses and intermediate care staff) are to deliver a more cohesive pathway and is in its infancy. It is a big step for nursing staff. The TAPs are split between Durham East and Durham West. Helen is working on the Integration Working Group. There are regular TAPs meetings which our practice remains fully engaged in

7.4 Accessible information - SystmOne

RC said it was reported at the NDPRG meeting that patients at Practices who do not use SystmOne could view their medical notes online and asked whether it was the intention that Dunelm will make the notes accessible. Rachel informed the group that Practices that use EMIS can currently allow

patients to see a little more of their records than SystmOne Practices. Our Practice is adhering to the current GP contract which allows patients to have access to their Online Detailed Coded Record; that is they can see everything in their records which is read coded including test results, diagnoses, observations, clinical values and has been available to all of our patients since February 2016. There will be a future requirement in the GP contract to allow patients full access to their records online but it involves a lot of work and will not come into effect this year. Patients still have the right to access their records by filling out the Access to Medical Records form and paying a fee.

8 **Auto-immune Disorder Support Group**

- SM reported that there is nothing in Durham for people suffering from autoimmune disorders such as Fibromyalgia, ME, Lupus etc. SM is setting up a support group and last week did a leaflet drop in homes and surgeries.
- As soon as the Support Group is made official they will be placing an advert in the Durham Advertiser. The group meet every Thursday for 2 hours at Truly Scrumptious. Stanley and Seaham are the closest Support Groups. SM has attended the Stanley group and they do amazing work.

9 **Any Other Business**

9.1 A Patient Forum member was unable to attend today's meeting but had brought up an issue of mobile phones disturbing patients in the waiting room at Framwellgate by playing music or games and phone owners having to be called more than once before responding to receptionists when called for their appointment. The practice will review the signs so they are more noticeable.

Carol

9.2 Carol to invite a representative from Healthwatch to the next meeting to maximise what Patient Forum members can do for patients.

Carol

10 **Date of next meeting**

Thursday, 28th September 2017 at 12.30pm