

## Patient representative meeting

### Minutes of Meeting 26<sup>th</sup> January 2017

#### In attendance:

**Staff -**  
**Karen Fuat (KF - Practice Manager) - Chair**  
**Rachel McMains (RM – Deputy manager)**  
**Dr Jorg Schmidt (GP Partner)**

#### Patients

**Mrs Edwina Munro (EM) – Patient representative**  
**Mrs Jacquie Buckingham - (JB) Patient representative**  
**Mrs Kim Douglas (KD) - (Patient representative)**  
**Mrs Amy Littlewood (AL) - (Patient representative)**  
**Mr Ian Littlewood (IL) - (Patient representative)**

#### Apologies:

**Mrs Pam Dixon (patient representative)**  
**Mrs Barbara Hope (BH) - (Patient representative)**  
**Mr Alan Bussey (AB) (Patient representative)**

**1 - Welcome and Introductions** - Thank you to everyone for attending and to Mr & Mrs Littlewood for joining the group. All patients were very complimentary about the practice.

**2 – 111 Appointments update** – explained to the group that all practices set aside morning and afternoon appointments for NHS111 to access and book if necessary.

**3 – Accelerated Flu Vaccinations** – explained that there was an incentive to immunise all patients in a nursing/care home and all our Learning Disability patients before 30/11/2016.

**4 – Review of Friends and Family Test (FFT)** – FFT is a contractual requirement – uptake of patients participating in this is extremely low

**5 – Review of Comments/suggestions** - 2 comments had been put in the box - 1 was very complimentary towards the practice and the other was a patient asking for a clock to be put in the waiting room for the visually impaired – Karen to move existing clock as this is big enough

**6 – Review of practice complaints** - 4 complaints had been received in writing. These had all been resolved with written acknowledgement

**7 – GP Access Fund** – Evening and weekend appointments are now available for all GP practices in town. Appointments are available to see a GP, Practice Nurse or Health Care Assistant. These can be booked by your practice or 111. At present the clinics are held in Denmark Street Surgery but as from April 1<sup>st</sup> they will be moving to Dr Piper House.

Appointments are set out below

| <b>Day</b> | <b>Time</b>     | <b>Clinician</b>            |
|------------|-----------------|-----------------------------|
| Monday     | 6.30pm – 9.00pm | GP & HCA                    |
| Tuesday    | 6.30pm – 9.00pm | GP & Practice Nurse         |
| Wednesday  | 6.30pm – 9.00pm | GP & Practice Nurse         |
| Thursday   | 6.30pm – 9.00pm | GP & Practice Nurse         |
| Friday     | 6.30pm – 8.30pm | GP & HCA                    |
| Saturday   | 8.00am – 2.00pm | GP x 2, Practice Nurse, HCA |
| Sunday     | 9.00am – 1.00pm | GP & Practice Nurse         |

**8 – Urgent Care Move to DMH** – As from December 14<sup>th</sup> 2016, Darlington NHS Urgent Care (Walk-in) Centre has moved to Darlington Memorial Hospital and is located alongside the Emergency Dept. The centre is open 24 hours a day, 7 days a week and patients are urged to call NHS 111 if they have urgent care needs.

**9 – Practice Nurse Vacancy** – Sister Elizabeth Tewnion will be retiring at the end of March 2017 and we are currently about to interview for another nurse. Sister Tewnion has been with the practice almost 30 years and will be missed by all.

**10 – Car Parking** – Always been a problem for us but recently more so than ever. Patients are constantly finding it difficult to access the premises especially on school drop off and pick up times. Cars are parking on the pavement and blocking disabled access. We have contacted the school on several occasions to put flyers out to parents.

It was a unanimous decision to start clamping. We will check where we stand legally to do this – we will take a photo of the sign that is in situ at present, warning patients that clamping is in force. A note will be made of cars registration numbers that are not attending the surgery and a note will be placed on their vehicles to warn them that they will be clamped next time and a fee of £50 will need to be paid for release. This will be implemented as soon as we are in possession of a vehicle clamp.

**11 – HUB update** – The 11 practices in Darlington have started working in 3 HUBS. Orchard Court are working closely with Blaketts Medical Practice, Carmel Medical Practice and Rockcliffe surgery. The practices have recently met and discussed some areas to start working on.

**12 – Christmas Presents from patients** – Once again the practice was inundated with lovely presents from patients over the Christmas period. A big 'Thank You' goes out to everyone who showed their appreciation.

**13 – Community Council Update** – The minutes of the last meeting was discussed with the group.

**14 – Patient Online Usage – (Increase uptake)** – a step by step guide to help patients when using patient online will be introduced. The group discussed ways in which we could promote SystemOnline to patients. Services currently available are - ordering, viewing and printing a list of patients prescriptions, booking, amending and cancelling appointments with the GP, access to a patients summary care record and access to detailed coded information in a patients medical records.

Karen had just received some updated promotional materials which she handed out to the group – they will feedback to Karen with any ideas.

-target patients collecting repeat prescriptions

-reception staff to promote to all patients who come to the desk.

-encourage patients with long term conditions who contact the practice for test results to apply for detailed coded access

## **15 – Any other Business**

**Patient Newsletter** – The practice is going to introduce a quarterly newsletter as from January 2017. This will hopefully help patients keep up to date with all the latest news from our surgery. A list of ideas to put in the newsletter was handed out to the group and they were also asked for suggestions as to what else would be informative – they will e-mail Karen with any further ideas

**Notices for patients** – A member of the patient group suggested that ,as we have a lot of posters and literature up in the waiting room, it would be beneficial to have a poster of the week – we could demonstrate this by putting a red frame around the poster to make it stand out. We all agreed this would be a good idea and we will implement this.

Patients in attendance once again thought the surgery offered a fantastic service and thought they received an excellent service.

Thanks again for everyone attending.  
Date of next meeting – To Be Arranged