

## PARKLANDS PATIENT FORUM

### NOTES OF MEETING HELD ON WEDNESDAY 6th June 2018

Present: Alison Collier (Chairman), Michael Pipe, Linda Pibworth, Peter Murdin,  
Raymond Wood, Elaine Yates, Susan Bennett, Alicia Wright, Karen Martin  
Parklands Surgery: Dr Anne Duncan, Mandy Hack

Apologies: Linda Bone, Susan Twitchings, Peter Wright, Jane Lewis, Sheila Walding

#### MINUTES OF LAST MEETING

Agreed.

#### KIER / CAR PARK UPDATE

The Practice is awaiting the finalisation of the transfer of land. There are still some works which need completing by Kier: removal of their entrance sign to Surgery and Pharmacy where the exit sign has been positioned, trimming of trees in the staff parking area and 'Private Property' signs.

#### MANPOWER

Our Nurse Practitioners and Dr Aleem have settled in well and have proved very popular with patients.

Long serving receptionist, Jan, is due to retire at the end of June and Mandy is currently interviewing for her replacement. The Practice has had lots of interest and a number of applicants.

#### NORTHAMPTONSHIRE CARERS

A Representative from Northamptonshire Carers will attend the next Patient Forum (5th September). Alison had attended a training afternoon at the Practice where Northamptonshire Carers had given a presentation about the support they can provide. Alison explained she had found this enlightening and wasn't aware of the extent of services and help that is available. The group agreed to come in to the Surgery waiting room in late September, after the talk from Northamptonshire Carers, to provide information to patients regarding the services available. The Practice would provide the group with updated literature and leaflets to pass to patients. Dates for coming into the waiting room will be discussed at the next meeting.

#### EXTENDED ACCESS

Mandy and Dr Biswas continue to attend meetings regarding Extended Access. The Practice is working closely with the other Practices in East Northants to create an 8am to 8pm service seven days a week. Surgeries would still be open as usual 8am to 6.30pm Monday to Friday, but an extra service would be provided from 6.30pm to 8pm and weekends for pre-bookable appointments.

Current discussions involve each Practice hosting one session of extended (out of hours) service per week or one Practice becoming a "Hub" where all GPs and Nurses would work from.

Both of these options have been piloted in Wellingborough and Kettering. The difficulty with East Northants is the position of Practices – the areas covered are Rushden, Higham Ferrers, Irthlingborough, Raunds and Thrapston. The service would be open to all East Northants patients, but could prove difficult for patients in Rushden if the 6.30pm to 8pm or weekend cover was in Thrapston and vis-versa.

3sixty Care (Federation) has bid for the contract to provide this service and we should hear if they have been successful by 9th August.

#### SAME DAY ACCESS

The Practice continues to apply the Same Day Access contract and is successfully navigating patients to the Nurse Practitioners. There has been very little objection. However, some patients have been unhappy about the reception team asking the nature of the problem. This is necessary to establish the most appropriate clinician to navigate the patient to. Mandy has discussed this with the Partners and if this continues one of the GPs will record a message on the telephone system advising callers that they will be asked the nature of the problem and why this is necessary.

#### COLLABERATIVE CARE

The Practice continues to deliver the service in conjunction with the Community and Palliative Care Nurses to enable patients to stay in their home, rather than respite or hospital. There has been some disruption to the service as the District Nursing team is changing and most of our team has been seconded to the North of the county. The long-term plan is to multi-skill the District Nursing team.

#### GDPR

The Practice continues to be fully compliant with the General Data Protection Regulation 2018. All staff have completed training and are fully aware of how to protect patient data.

#### EAST NORTHANTS PRESCRIBING PROJECT

Nene Clinical Commissioning Group Prescribing Team are working towards minimising over-ordering and waste medication. They have implemented a system whereby any patients under 85 years of age will need to order their medication from their Surgery, rather than a pharmacy. The Prescribing Team will be sending letters to patients giving details of the change. Parklands Surgery plan to go live with this system on 29th October 2018. We will be one of the last Practices in the area to implement this, in the hope that we can learn from problems other Practices have encountered! The Prescribing Team recommend that patients order their prescriptions online. If patients feel unable to do this, they can drop them in the post box, in the prescription box or into reception. However, this change will not apply to vulnerable patients who may continue to order their medication as usual. The letters will contain a form to complete and return to the Prescribing Team if the patient feels they are unable to comply with the changes. Parklands' reception team have been trained to set up patient online access so that this can be done at the time of the patient presenting and we will advise the Prescribing Team of any patients we feel are unable to manage the changes. The Practice remains unable to accept prescriptions over the telephone.

Nicola Illingworth from the Prescribing Team will come to the next Patient Forum meeting to explain the project to the group.

#### DNA, COMMENTS & SUGGESTIONS

74 patients have booked appointments in the last quarter, which they have subsequently failed to attend. The Practice continues to send letters to non-attenders and if 3 or more appointments are not attended online access appointment booking rights are revoked, together with booking appointments by phone and the patient is only able to book appointments by coming in to Surgery.

We have received compliments regarding our Nurse Practitioners, Treatment Room Nurses, GPs and reception team.

The Practice continues to get excellent feedback with the friends and family testing, which is forwarded to the team monthly.

There has also been positive feedback on NHS Choices.

#### ANY OTHER BUSINESS

None

#### DATE OF NEXT MEETING

Wednesday 5th September at 7.00pm