

## PARKLANDS PATIENT FORUM

### NOTES OF MEETING HELD ON WEDNESDAY 5<sup>th</sup> December 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.

#### DISCUSSION ARISING FROM LAST MEETING'S PRESENTATIONS:

- Northamptonshire Carers: The group found Lynn Gallagher's presentation very informative. Most were unaware of all the work and help Northamptonshire Carers provide to our patients and the community. The Practice remains committed to providing a comprehensive service to carers and will continue to promote the services of Northamptonshire Carers. All members of the group were happy to support the Practice in promoting this service to patients/carers.
- Nene Clinical Commissioning Group Prescribing Project: Members of the group had found Nicola Illingsworth's presentation enlightening. Mandy explained the "go-live" with this project hadn't been without some problems, but patients were now getting to grips with the new system and ordering their prescriptions from the Surgery direct. There has been an increase in patients signing up to on-line access to order their prescriptions and patients who are elderly, carers, or have difficulty with the new procedure have been authorised by the Practice to continue to order their medications from their pharmacy of choice.

#### MANPOWER

The Practice list size has now grown to approximately 12,500 patients. We have recruited a further receptionist/administrator to help with answering calls, booking appointments and dealing with patient enquiries.

Dr Duncan informed the group she has made the decision to retire from the Partnership at the end of March 2019. She has been with the Practice for 17 years and will be sorely missed by patients and staff. She will continue to work at the Practice, doing some sessions each week until September 2019. However, as she will no longer be a partner, her list of patients will be shared equitably between the remaining partners until a further GP has been recruited. Unfortunately, GPs are extremely difficult to recruit. We have placed adverts in national journals but have yet to have any applicants.

## CARERS ACCREDITATION

Mandy and Linda Watts, Carer Co-ordinator, will attend the Jane Roebuck Carers Awards in January to receive the Practice's Gold Accreditation Award. This is a big achievement, with only one other Practice in Northamptonshire attaining Gold Standard.

## LIST CLOSURE

Mandy explained the list size was growing rapidly. Not only are we having people wanting to register who move into the area, but we are also having patients from other Practices wanting to register with us. This is putting a great strain on our services and resources:

- Our GPs are seeing up to 45 patients per day. On top of this they need to do home visits, sign prescriptions, read and deal with consultant letters, plus any other clinical tasks required.
- We have 60 Nurse Practitioner appointments daily, for minor illness. These are often booked for the day by 9am.
- We have tried to recruit further GPs without success and continue to advertise (approximately £3,000 per advertisement lasting online/in journal for 6 weeks).
- We have no further space in the surgery. Our clinicians already share rooms and desk hop.

The Practice has discussed applying to NHS England to close our list. The maximum time for list closure is 1 year. The Practice would like this time to ensure we continue to provide the same level of service to our patients and also provide a safe working environment for our clinical team, whilst continuing to try and recruit further clinical staff and explore options as to how we may expand the building, update current systems.

The group advised they agreed and backed the Surgery 100% in application to close the list.

## 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