**The White House Surgery, Patient Group**

**Notes of Meeting 17.1.18**

Present: Stephen Shrewsbury, Pamela Sullivan, Albert Ellender, Alan Vine, Leslie Bulman, Margaret Woolley, Colleen Kingston, Dr Chee Mah (new GP contract provider), Lesley Betts (Director of Operations).

1. **Apologies**: Janet Hayes.
2. **Matters Arising from last meeting:** All matters arising were covered by agenda.
3. **General update on clinical staffing and developments since new contract provider in place:** Lesley and Dr Mah gave an explanation of the national situation with shortage of GPs and explained that currently doctors prefer to work as locums rather than joining Practices as partners. This is due to the freedom of choice and reduced responsibility eg no employment responsibilities for staff etc. Although patients like continuity of care, what we need to provide is safe care that meets the needs of the Practice population. Continuity of care will be offered when possible but realistically, this won’t be possible all of the time. There will be more health professionals and voluntary sector workers involved in the care of any one patient to ensure their needs are met. This will be overseen and organised by a Care Co-Ordinator. Dr Mah explained that the staff members in the Practice are attending relevant training to allow them to be Active Sign Posters and Care Co-Ordinators which will help patients get to the right person to provide the care they need. Active Sign Posters will ask similar questions to the 111 team. The team has been trained to ask these questions to ensure patients are directed appropriately. There will be a multi-disciplinary team with different skill sets who will discuss and look after the same patient. This will consist of GPs, Nurse Practitioners, Practice Nurses, Paramedic Practitioners, Health Care Assistants, Mental Health Specialists, District Nurses, Social Care and voluntary sector services. We have already established a regular Multi-Disciplinary Team meeting. Dr Mah went on to explain that he plans to extend the layers of practitioners working in the Practice and we are currently advertising for an additional Nurse Practitioner and recruiting more clinical practitioners. These practitioners will take history from patients, perform clinical examination when indicated and form a care plan with input from a GP if appropriate. We are currently recruiting an HCA to help the PNs release some of their time for more complex patient care. The plan is to continue to triage same day demand. We can give reassurance that going forward on the day needs will be seen by the appropriate clinician following triage. We want to get patients to the right place first time. The Care Co-Ordinator role will support the receptionists meaning additional capacity in the team enabling calls to move on freeing up the receptionist more quickly to take the next call. We have also recruited a qualified Pharmacy Technician to the team and she is now working to deal with all prescription queries and medicines issues. She will then direct only necessary things to the GPs thus freeing up GP time to do more complex work. Dr Mah has met with the Pharmacist from the local Paydens Pharmacy. He has discussed introducing electronic batch prescribing for patients on up to three items. This cuts down the number of times the patient has to request and collect prescriptions because the Pharmacist holds the batch of prescriptions and dispenses them as they become due. Lesley explained that Anne Bryant, the previous Practice Manager, has now left the Practice and Michelle Baker, who was Assistant Practice Manager, has stepped up into the Practice Manager role. Lesley and Michelle work closely together on the plans for the Practice going forward with Michelle taking responsibility for the majority of the day to day running of the Practice.

Dr Mah provided an update of the GPs currently working here:

* **Dr Chee Mah – GP Partner – Monday - Friday**
* **Dr Jonathan Bryant – GP Partner – Tuesdays**
* **Dr David Farrow – Salaried GP – Tuesday – Friday and locum on Monday**
* **Regular locums: Dr Josh Tuxford, Dr Ken Ivil & Dr Sally Russell.**
1. **On-line Registration – Order repeat medication, book appointments, view medical records:** Online access gives equitable access to anyone with a computer and anyone who doesn’t have one. All appointments are equally available to book online and via the telephone or in person. Same day access is available if appropriate and the intention is that due to the new working methods, when all the positions are recruited and we have a full team, there should be no need to rush to ring at 8-8.30am because same day need will be triaged and seen if appropriate no matter what time the patient contacts the Practice. Obviously, this is a work in progress currently until we are fully staffed. All Practices have a target of 20% of their population to be registered for online services by 31.3.18. Currently this Practice only has 2% of the population signed up and this is probably due to lack of publicity and also because not many appointments have previously been available on line. Lesley asked the Patient Forum members if they would be willing to help to encourage more patients to register for online services. This will help to alleviate the time it takes to get through to reception on the telephone because some patients will use on-line services thus reducing the number of patients telephoning the Practice, and it will also help the Practice to meet the 20% target of patients registered for on-line services. The plan will be for Lesley and Michelle to look at ensuring more slots are available for on-line booking and then if any Patient Forum members are willing to help, we would hold sessions when they can assist and encourage patients to register. The Practice will establish an on-line champion amongst the staff who will be the point of contact for anyone with issues or queries regarding on-line functionality. Alongside the on-line registration, we would also collect mobile numbers and land line numbers to ensure our details are up-to-date.
2. **Hub Update:** Chee gave a brief overview of what is happening with the Folkestone Hub. Folkestone and Dover have had a hub in the local hospital for a few years funded by the Prime Minister’s Access Fund. This is now coming to an end and the hubs will continue but will be run slightly differently. Previously they have been used as an “overflow” when Practices own appointments are full up. Now the slots in hubs will be for people who have minor illness meaning Practices should be able to offer slightly longer appointments to their patients with long term conditions. There is a Home Visiting Service with a Nurse Practitioner, a Paramedic Practitioner and an HCA (when all posts are recruited to) and this performs home visits when the Practices feel it is appropriate. Chee stated that where possible the Practice will aim to deal with our own patient demand in-house but we know the Hub is there for support as and when needed.
3. **Frequency and Format of Patient Forum Meetings:** Lesley asked if the Patient Forum members are happy with the current format of the meetings. Everyone present is happy to continue as now and the proposal is to move to four monthly meetings (so meeting three times a year) but it was agreed that for 2018 as the first year with the new contract provider, we will meet four times a year (three monthly). The meetings will continue to be 6.30pm on Wednesdays. Minutes and agendas will be circulated by email and for members without computer access, by post. The aim will be to widen the membership to ensure all patient groups are represented and this would ideally include a representative of the Nepalese community. The next meeting was agreed for 11.4.18 with the remaining meetings in 2018 being held in July and October. The first meeting in 2019 will be in February followed by meetings in June and October. Dates will be agreed nearer the time.
4. **Present DNA numbers:** The group were presented with a table of DNA totals for each month from January 2016 – January 2018. The group was pleased to note that there has been a steady decline in DNA numbers recently. It is hoped that this will continue with appointments being available 4 - 5 weeks ahead. Not offering the opportunity to book further ahead than this limits the numbers of DNAs. On the day booking will remain the aim which will mean there should be a very small number of DNAs.
5. **Proposed Changes in Service Provision:** Already covered under Agenda Item 3.
6. **Expansion of Patient List:** Dr Mah explained about the sharing out of the patient list from Folkestone East and the building project we are working with the CCG on for the future. Some of the other local Folkestone Practices have plans of their own to develop. There is also a plan to have a new surgery building on the Shorncliffe Barracks site. This would naturally be offered to the White House due to the Practice area. The site is being developed by Taylor Wimpey but the current surgery plan included in their site is not really fit for purpose and so we are working with the CCG to try and get this improved and more realistic. The current building limits the services we can offer due to lack of space. The hope is for a larger building to house both health and social care because this is the national direction of travel. We are looking to ensure the proposed building is “future-proofed” and fit for purpose for many years. We do need to stabilise our current service before we embark on other projects though.
7. **AOB:**
* Posters with blutak – The Forum members are against posters being stuck to the walls with blutak. Lesley will make sure Michelle and the team are aware of this. We will explore the value of newsletters rather than posters.
* Lighting – The Forum members have been asking for a long time for brighter lighting in the waiting area. Lesley will look into this.
* There was a proposal for a vote of thanks to Linda Bonathan who has worked hard for a number of years to organise the Patient Forum and take the minutes etc. This was supported by all present.

**Date for next meeting: Weds 11.4.18 @ 6.30pm**