**Greengates Medical Group**

**Dr Harminder S. Suri, Dr Karamjit S. Marwah, Dr Angela Harley, Dr Luigina Palumbo,**

**Dr Nitin Rao, Dr Richard Little and Dr Anjani Kallay**

**Practice Participation Group**

**Minutes of Meeting Held**

**Monday 6th February 2017 at Minstergate Surgery**

**Patients Present: Barbara Fawcett (Chair), Carol Pink, Pauline Connington, Susan Heap, Barry Cox, Peter Frankland, Kerri Harrold**

**Apologies: Doris Moxon, Mary Scaife, Tracy Westgarth, Yvonne Shaw, Clair Colley, Andrew Hunter, Helena Coroneo, Sarah Waterson, Janet Bates and Muriel Prest**

**Staff Present: Dr Suri, Caroline Maw, Danielle, Claire, Jo, Vicky and Heather**

1. **Welcome**

Caroline welcomed everyone to Minstergate. Barbara thanked everyone for attending and welcomed our new member Carol to the group.

1. **Minutes of last meeting (Walkergate 01.10.16)**

No amendments and taken as read. CM reported the phone system change is still ongoing and would hopefully change this summer.

1. **Apologies**

Received as above. The group agreed that if members do not attend for 3 consecutive meetings we would remove them from the group. Caroline also reported that Keith and Bill had both decided to retire from the group and she had sent letters to them thanking them for their help and participation over recent years. It was agreed to remove Carolyn from the group as she had put her name forward but has never actually attended.

1. **The future of Greengates Medical Group – how we plan to secure our future**

Caroline introduced Dr Suri to the group and asked him to inform the group of upcoming changes and how this would affect us all. Dr Suri spoke to the group about Cottingham Medical Centre joining Greengates Medical Group as they had had 4 GP’s retire in the last year leaving one solo GP working and us joining together would secure that practice’s future. It is anticipated that Cottingham will continue to run independently but that some patients on our combined list may decide to attend one or other of the sites if it is nearer to their actual address. Dr Dermot Kieran will be joining the Greengates partnership and the move has the full backing of the local CCG and NHS England who we had been in talks with over recent months. Staff at all sites had been informed of Cottingham joining us but little upset is foreseen. Cottingham staff where delighted when informed as they had all feared they would be losing their jobs or would be taken over by a none NHS group. Caroline mentioned that once the combined list took place we would have approximately 17,000 patients across the 4 sites and it was anticipated that we would cease continuing to offer the extended hours service so Saturday clinics would cease. It was discussed and found that some patients did find accessing the nursing team on a Saturday a bit easier so Caroline will discuss with the nursing team and partners to see if we can find a compromise.

The group accepted Cottingham joining us and felt that again this could only secure our future and after the merge into Greengates last year no fears were put forward. Barry commented on how this was a good reflection on the partners of how they had come to work together when other surgeries were approaching us to join.

Caroline also spoke to everyone about the discussions taking place with the Wykeland group about some new premises on the Flemingate development, opposite the Premier Inn. It is proposed that if we are successful in this venture that the Greenwood Avenue site and Walkergate Surgery site would both close and be combined in this one new purpose built surgery. Caroline mentioned how it was a central site with good access and parking nearby and some disabled spaces on site. Minstergate Surgery would remain as a branch site. Figures and discussions are ongoing and she will update everyone at each step of the way. Members felt this this was a good compromise and that the relocation, if it took place, would not inconvenience patients too much and was only one street’s walk away from their current sites.

1. **Review of appointments survey carried out by Kate**

The survey of staff and GP’s which Kate had put together had been very productive and both Greenwood and Walkergate seemed to flowing a little better as regards appointments, with the odd shortage, but Minstergate staff still reported problems. Heather felt the message was not getting across to patients and they were still getting the majority of patients ringing on the day when they had released some pre-booked appointments already which caused problems and upset for staff and patients alike. Caroline asked Heather what she thought the main problem was? Heather felt that they tried to be helpful to everyone and offered pre-bookable slots but that they were then leaving themselves short of book on the day slots. The group discussed how Minstergate could help themselves to sort this problem and it was suggested that there be a promotion of pre-bookable appointments to try to encourage people to pre-book for routine problems and steer away from booking on the day unless it was a genuine same day need. Heather felt education was key to both staff and patients and felt the GP should educate the patient if they had come to an urgent same day slot if it was not urgent and both Caroline and Dr Suri agreed. Heather will discuss with her colleagues about putting a promotional poster together and Caroline will produce some slips for the GP’s to hand out to patients to help educate and get the message across.

1. **Staff updates and recruitment**

Caroline informed the group that Jill Ellerton had retired (but was in fact doing the odd clinic here and there) and that Janet Almgill had been recruited as her replacement. Gemma and Moyra had resigned and due to some medical needs amongst staff we had recruited two temporary staff members – Beverley on reception and Adele in the post of Phlebotomist. Danielle was now training in the dispensary with Claire to replace Moyra, Jan had left reception and was now in the admin section working with Caroline. We had taken on an Apprentice called Sophie and Caroline welcomed Jo Cooper to the members. Jo will be known to some members as she has been working with the partners since April 2016 on a secondment from Humber Mental Health Trust but was coming over to the Greengates Medical Group as a permanent member of staff from 1st April this year. Jo spoke to the group about her role and how as part of the negotiation process had agreed to take over the Management of the Treatment Rooms and staff therein which had already started to help and alleviate Caroline somewhat.

1. **The NHS in general**

**GP’s in A&E –** Barbara asked Dr Suri what he felt about this and whether it would be something that may happen in the future? Dr Suri explained how the current Out Of Hours Service operates from the East Riding Hospital site on Swinemoor Lane but how they could not request scans or x-rays like the A&E team can which was very frustrating as they had to send people on rather than dealing with all at once. He felt that in the future this may change and discussions were taking place. He said he could see this happening around the country in the near future to alleviate pressures on A&E when patients only needed to see a GP.

**111 experiences** – Barbara reported she had had some good feedback from patients in general about the 111 and Out of Hours service and other patients in attendance all agreed that they had only heard good things lately.

1. **Any Other Business**

Barbara asked Caroline how the surgery identified patients needing and being offered a shingles vaccination as her husband appeared to be not eligible? Caroline explained that the age and date ranges are distributed by NHS England and we could only offer it to the patients in those age ranges but by 2020 the majority of patients aged 70 and over should be offered this vaccination but once patients turned 80 they were no longer able to be offered the vaccination. She explained that take up was quite good amongst those being offered the vaccination and that Jan was in the process of sending letters of invite out to those who were eligible this year but had not had it or declined it so far. There are leaflets in each of the surgeries explaining all the details and date ranges too.

Vicky brought up the high level of non-attendance which was on the rise again. Danielle had been producing figures showing the same trend lately too. The group discussed what could be done and it was agreed that a monthly chart showing the number of DNA from the previous month could be put up in each surgery and Danielle would work with Vicky and Heather to produce these for each surgery each month. Vicky said that Greenwood used to send letters to patients who had not turned up to 3 consecutive appointments and the group felt this was a very good idea so staff will highlight these patients to Caroline who will put a standard letter together and send out to them. Barry suggested putting on the letter the monetary value of cost to the practice and everyone agreed this would make patients see why the non-attendance caused problems for the surgeries rather than just saying you wasted 30 minutes of time etc etc. Caroline agreed this was a good idea and will incorporate this in her letter.

**Date of next meeting confirmed as Monday 5th June 2017 at the GREENWOOD AVENUE SURGERY site with food at 6pm and prompt start at 6.15pm.**