

*Minutes of the Patient Reference Group
Hoyland Medical Practice.*

Friday 20 January 2017 at 2pm.

Present:

Jackie Carr	Practice Manager
John Gessler	Chair
Barbara Ball	Patient Representative
Albert Paget	Patient Representative
Brian Hyde	Patient Representative

Apologies:

Lynne Craven	Patient Representative
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Minutes:

The minutes for the previous meeting were accepted as being correct.

i-Heart Barnsley:

Albert asked Jackie how the i-Heart Barnsley works and how the surgery refers patients to them. Jackie explained that when the surgery list is full and there are no appointments available, after telephone triaging, patients can be signposted to i-Heart Barnsley. However, i-Heart Barnsley can also run out of appointment slots and so patients may be referred back to the surgery.

[Details of i-Heart Barnsley can be found at <http://www.iheartbarnsley.org.uk/>]

Problems ordering prescriptions on-line

Brian introduced this topic. He explained about the problems he was having using the 'message' box to add a request for occasional prescriptions not on his repeat prescriptions list. The group shared their experiences of using the patientemis.access.co.uk website. Problems included certain characters being rejected and that one or more medications need to be selected before the message is accepted.

Solutions suggested included putting all medications on the repeat list and ordering them when needed; contacting the practice to ask them to order a medication; writing the request on the paper repeat form.

The Chair also raised the point that consultations at the Cape Horn Medical Practice do not appear on the 'Medical record – Consultations'. The Chair will pass his details to Jackie for her to investigate further.

The group also noted that on-line booking of appointments is limited to two appointments at a time including appointments for the results of tests such as blood tests. The group suggested people can phone in for the results of their tests rather than taking a 10 min consultation slot.

Changes to medication letter – Lynne Craven

The chair raised this matter on behalf of Lynne Craven. Lynne reports receiving a letter informing her of a change of medication and asks why was this change made and why was a consultation not necessary.

Jackie informed the group that they have an employee whose role as part of medicine management is to review medications and update where necessary. The changes are usually changing one medication for an equivalent one and that all changes are signed off by a GP.

General discussion

A general discussion then covered the following points:

- a) STPs (Sustainability and Transformation Plans). The group discussed the possible effects of STPs on services in the Barnsley area, especially the Stoke Unit. The Chair referred the group to the agenda for the next meeting of the Patient Council where discussions around this are continuing.
[For more information on STPs: <https://www.england.nhs.uk/stps/>]
- b) Jackie announced that the practice may soon be employing a Clinical Pharmacist. The group also discussed the conditions people can see a pharmacist about rather than booking a CP appointment.
- c) On-Line PRG Group. The group revisited this topic and suggests that people who cannot attend the meetings could contribute ideas and take part in discussions on a closed Facebook page. The Chair said he would approach some members of the PRG to start up the page and be monitors.
- d) Blue Folder. The group shared some ideas of information that could be included in the folder. Among the suggestions were Walking Football and Walk an hour a day.
<https://barnsleyfccommunity.co.uk/health/walking-football/>
<http://www.livefortheoutdoors.com/walk1000miles/>
- e) DNAs – Do Not Attends. The chair asked Jackie what proportion of monthly appointments are DNAs and if the number of DNAs changes or is relatively stable. The Chair explained that on he had the figures he would investigate if the number of DNAs was statistically significant.

Addendum Cancelling appointments by text

Since the last meeting, Jackie has pointed out that we now have the facility for patients to cancel their appointments via text when they get a reminder. Perhaps we can help advertise this fact.

Next Meeting:

The next meeting will be in two months' time. The day of meetings was changed from Wednesdays to Fridays in the hope that more people would be able to attend. As attendance has not risen the group decided to move the meeting back to Wednesdays. The next meeting will be on Wednesday 22nd March at 2pm.

There being no other business, the chair closed the meeting.