

P3 Meeting 4th May 2016 1-2pm

Present: - Dr Chris Gibb, Maria Hosegood (PM), Tina Wood (deputy PM) and Ann Wilson

Apologies: - Sarah-Jane Kent, John & Gay Middleton,

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| Notes from Last Meeting | Read & Agreed |
| SMHC and ESS possible joint meeting | Maria had not been able to discuss this option with the Patient Group at ESS as their next meeting is not until next week 11 th May. It is an agenda item then. Ann was unsure how beneficial a joint meeting would be at this point in time. |
| New staff members in SM Health Centre | <p>Maria informed the group that Dr Aaron Mills had started his salaried position two days per week and that he would be working on Monday and Friday each week until the end of September. This was proving to be a huge benefit to the practice and we hope the patients.</p> <p>Sister Tracy Steele started at the beginning of April as the Lead Practice Nurse, she has experience in practice nursing and particularly respiratory illnesses, like COPD and Asthma. She is not currently a prescribing nurse but would be interested in the future to develop this.</p> |
| Friends and Family feedback | <p>Tina presented the positive feedback the practice had received from the mandatory friends and family test. 11 patients had responded during April 16. Ann noticed the age group that was missing from the response cards and Tina will follow this up.</p> <p>Ann asked that we ensure this feedback is circulated to all the staff and especially the reception team whom she reported very positively about.</p> |
| Health Awareness Day | <p>South Molton Health Centre and East Street Surgery teams had supported the local Health Awareness day last week in the Assembly Rooms.</p> <p>There were many organisations represented and Tracy has arranged for the drink awareness campaign to provide an educational event for the nursing teams across the two practices. There were less people around this year; no new patients were recruited to the P3 group.</p> |
| Emergency doctors/same day appointments, | The practice was still continuing with the process for same day appointments, but losing Linsey, the provision is now a duty GP. Discussion was held about an incident where a patient had become agitated at having to wait for an emergency appointment. It was agreed it is always best to keep patients informed of a wait if possible and possibly about lowering patient expectations. The reception team had suggested displaying a poster which explains that an appointment with the |

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| | <p>duty doctor may involve a wait due to the nature of the day. If clinicians are running late the reception team are able to add a 'ticker tape' message to the TV screen. Ann gave some very positive feedback about an incident which she had witnessed and how good the receptionist on duty was at handling the situation in a very calm manner. This will be fed back to the team.</p> |
| <p>Headline regarding NDDH</p> | <p>Ann wished to discuss the headline which had been on the North Devon Journal and BBC Spotlight about the possible closure of A&E and some other specialities at NDDH. Chris confirmed as a practice we had no more information, the GPs locally are working with the Northern Devon Health Care Trust and the Northern, Eastern and Western Clinical Commissioning Group to ensure NHS resources are used widely for the benefit of the patients.</p> |
| <p>More patients required for P3 group</p> | <p>It was agreed that more patients are needed for the P3 group, it was explained how recruitment had taken place in the past and how we could increase numbers for the future. It was suggested that another article in the practice newsletter be done, and that the clinical staff ask patients directly to come along. Maria will do another poster inviting patients to join, it is hoped that current members will encourage attendance also.</p> <p>Discussion followed about contacting the current distribution list and asking if another time of day would be better, Maria will follow this up.</p> |
| <p>Date of Next Meeting</p> | <p>Thursday 21st July 2016. This will be confirmed nearer the date.</p> |