

Minutes of the Healthy Living Group Meeting - Held Thursday 23 April 2015

PRESENT: JF, SB, UG, BH, LF, JA, TP, BP, GE and Mandy

APOLOGIES: JS, RR

Minutes from the last meeting held 12 March 2015

Mandy confirmed that the leaflets had been distributed regarding the appointment changes from 1 April and would continue. In-house review due 20 May.

Signing-in sheet adopted today, everyone requested to sign in.

Complaints Review

Mandy gave a breakdown of the Complaints received this year. There seems to be a theme around repeat prescriptions but for differing reasons. This is a list of some of them:

- Told no Doctor here Thursday afternoon (was out on a visit not actually unavailable)
- Why don't we leave messages on answering machines like the hospital (we have to have consent from the patient as per our medical defence organisation's advice)
- Wrong mobile number on records (we ask patients to keep us informed of changes)
- Patient kept waiting for same day access appointment (asked if we could put a message on the screen in waiting room but this isn't feasible)
- Patient not informed private referral letter was ready for collection (new procedure adopted to ensure this doesn't happen again)
- Parent felt wasn't given appropriate advice for child (sent a copy of the medical records to confirm what information was exchanged)
- Accused of discrimination for not registered someone with mental health problems (we had asked for ID as this is the procedure, patient now registered)
- Accused of discrimination against a deaf patient by asking them to use self check-in (we actively encourage all patients to use the self check-in)
- Not rung back by a Doctor (message left by Doc but not retrieved by patient)
- Prescriptions for two patients not ready for collection at the same time (would depend on reauthorisation status)
- Medication issued which needed to be taken with another drug to combat side effects but message not received by patient (our error, apologised)
- Medication not issued (this was for safety reasons)
- Only 5 days medication issued (this was to ensure patient returned for review)
- Why don't we ring patients when we cannot issue a prescription (can be up to 50 per day so not manageable)
- Medication requested but missed off repeat (apology given)
- Felt not listened to by a clinician (offered meeting but declined)

- Delay in feeding back to parent on whether child needed referring (had missed a monthly clinical meeting so led to 8 week delay – agreed inappropriate)
- Referral to Specsavers for hearing test wasn't an NHS site (our referrer was used to Specsavers being an NHS resource elsewhere)
- Cervical Cytology refused (we have strict criteria for cervical cytology)

CQC Visit preparation

Mandy reported that the practice are preparing for a possible CQC visit and reminded the health living group that they may be invited to meet with the Inspectors (should they be happy to do so). Visits in Sheffield are being held between April and June 2015.

Dr Hannah Prosser going on Maternity leave

Hannah is going on Maternity leave; her last day is 1 May 2015. She will be off for a year.

New Doctor - Shem Pendlebury

Dr Pendlebury (as he prefers to be known) commences on 1 May 2015. He will use Hannah's room (7). He will cover Hannah's maternity leave and work the same days as she did (all day Wednesday, Thursday morning and all day Friday).

Patient wearing clothing with offensive wording

UG reported that she has seen a patient wearing a jacket with an offensive language highly visible on the back of it. Agreed we would put up a notice requesting that patients respect other service users.

Patient booked in with Doctor who couldn't undertake requested procedure

It was requested that the Receptionists are advised of which Doctors can perform which special tasks (Acupuncture/Steroid injections/Minor Operations/Wart removal etc as someone had been booked in with a Doctor who couldn't offer the treatment and then had to wait another four weeks for an appointment. Mandy apologised for the inconvenience and agreed would discuss with admin worker group.

**NEXT MEETING
TUESDAY 23 JUNE 2015- 6.00PM
AT THE SURGERY
ALL WELCOME**

(this is a week later than planned as Mandy on leave – sorry)