

## **HEALTHY LIVING GROUP**

**12 November 2018**

**Attending: UG, DO, WD, GE, JF**

**Apologies: BN, SB, BH**

**Mandy thanked everyone for attending.**

### **Minutes from Previous Meeting**

Mandy ran through the minutes of the last meeting to ensure accuracy. It was noted that TARA is no longer represented at the meeting so Mandy agreed to try and find out if anyone was willing to attend. Post meeting note Mandy will send a letter to the TARA address to invite someone to the next meeting in February.

### **PRESCRIBING**

UG mentioned that she had received a letter regarding risk of osteoporosis and recommendation to take Calcium D. This had been initiated as we have done a piece of work on patients at risk of osteoporosis. This is preventative medicine. We undertake searches of our patient records to identify patients who will benefit from treatment and then advise them. It is up to the patient whether they accept our advice and agreed to take the medication.

### **COMPLAINTS**

We discussed possible changes in the way we handle complaints as the Doctors were considering ringing patients themselves to discuss the complaint if it was about them; Mandy asked for feedback from the meeting. It was agreed that it was ideal to speak to the person involved in the complaint but we must also bear in mind those patients who are hard of hearing.

### **CALLING PATIENTS FROM THE WAITING ROOM INSTEAD OF USING THE CALL SCREEN**

It was mentioned that some clinicians who call their patients through do not always speak loudly and therefore patients who are hard of hearing cannot hear them. Mandy agreed to raise this at the doctors meeting and to discuss it with the nurses.

### **WEBSITE**

Mandy asked again if everyone could review the website and advise if anything was incorrect or misleading so that she could update it.

### **SOCIAL CAFÉ ON THURSDAY MORNING**

Mandy reported that the social café was popular but the doors are always open for anyone else to attend. It is held from 10 – 12 noon on Thursday mornings at the surgery in the group room.

### **BUS SERVICE RELIABILITY/SCHEDULES**

There is increasing concern about bus service to and from Foxhill. It was pointed out that this should be taken into consideration if patients arrive late when they are reliant on the buses; we should take this into consideration before we turn them away. Mandy to raise this at the next management meeting.

**NETWORK NORTH (the 5 practices working together i.e. Foxhill, Ecclesfield Group Practice, Grenoside, Chapelgreen and Mill Road Surgery)**

Mandy mentioned that there was a meeting planned with SOAR, Foxhill Forum, District Nurses, Age UK, Community Support Workers, Housing representatives and Children's services to discuss how we can work together better so that services are not duplicating work done by another organisation. She will report back at the next meeting.

**AGE UK WORK**

Network North have engaged workers from Age UK to carry out assessments on vulnerable patients. Each of the practices are finding a list of patients who might benefit from a full assessment to help improve their health. The patients will be contacted by letter and asked for consent to refer them to Age UK. The workers will then visit the patient at home, undertake the assessment and feedback to the practice. Any urgent medical needs will be fed back immediately.

**DIGITAL RESOURCE AT FOXHILL FORUM**

Mandy advised that she had recently met Gill Batson from Foxhill Forum who is working on improving access to new technology for the community.

**XMAS MEETING**

**Refreshments provided**

**Monday 10 December**

**5.30 to 6.30 at the surgery**

**ALL WELCOME**

**Here's to a happy and healthy new year  
Sent with best wishes from the team at Foxhill Medical  
Centre**