

Minutes of the Healthy Living Group

Held 11 September 2018

Present: WD, JF, UG, SB, MT, TL, IO, DO, GE, CJ, UG

Apologies: BN, BH, ML, TL

Minutes from the meeting held 25 June 2018 were agreed as a true record.

Mandy welcomed the new members to the group and they introduced themselves (CJ and MT)

Practice Website

DO advise that the practice website informed patients that we are only until 9pm. Mandy to get this changed. Also the waiting room TV has an advert for the Healthy Living Group but stated that the next meeting is in February, this will be rectified immediately. **Post meeting note: screen now says please ask as Reception for the next meeting date.**

Foxhill TARA

ML is no longer involved with the Foxhill TARA. Mandy hasn't heard from the new person who runs this; TL was able to provide a contact so Mandy to look into this.

Clinical Coder – Paula Stones

As discussed at the last meeting; we have now appointed a new Clinical Coder. She has worked in general practice for 15 years so bring lots of experience to the post.

Health Care Assistant Apprentice

The practice has received a grant from Health Education England to employ a Health Care Assistant Apprentice. Sue joined us on 10 September.

Registrar (Trainee GP - i.e. already a qualified Doctor but training to become a GP)

Dr Emma Jones here for a year, joined us on 1 August 2018

Flu Immunisation programme for 2018

This year the over 65s will receive a different vaccine to those under 65. This is a new vaccine and the deliveries are staggered between September and November meaning we are holding three separate clinics.

Community Support Worker

Andy Wright has replaced Amy May. The community support workers visit patients to help them access services which will improve their health and social care. They can visit three times to enable appropriate services are organised for the patient.

Foxhill Forum Befriending Service

TL advised everyone that Foxhill Forum offer a befriending service. The organiser is coming to the practice meeting on 26 September to tell the team more about it.

Prescribing Savings

The practice work with Sheffield Clinical commissioning group to ensure prescribing is cost effective. As we have achieved the recommended reduction we are being given a small amount of funding which can only be used to improve patient services. The practice has therefore decided to employ a prescribing pharmacist who can help us to carry out medication reviews. She will review records and call in patients appropriately.

New Cleaner

Our Cleaner, Jayne has left us after 10 years. The reason being is that she has found it extremely difficult to get public transport to the practice. The newly appointed cleaner is Jose and he will be starting as soon as DRB clearance obtained

Complaints Review

Mandy explained the practices responsibility in regard to complaints. We have to adopt the NHS complaints procedure and report annually to NHS England on

- Reason for complaint
- Age of complainant
- Staff group involved in the complaint

There were no obvious themes for complaints. Although two were about obtaining repeat prescriptions which involved the practice and the pharmacy.

CJ pointed out that complaints should not be seen as negative; the whole point of complaining is to improve service delivery.

Bus Services

SA reported that there was a new bus service running down Halifax Road but this was not advertised well and therefore no used that much. This was apparently for workers travelling to Shepcote Lane/Europa Link but is being withdrawn in November.

Date of next meeting
Monday 12 November 2018 at 5.30pm