

Minutes of the Healthy Living Group held 19/2/2018

Apologies: SR **-Present:** CT, MN, GE, BP, JF, BD,BH, SB,UG, TL

NEW GROUP MEMBER

The group welcomed TL

Use of rooms

There is a move to get more usage out of the CCG rooms and diabetic eye screening came to look at the rooms but they didn't take up the offer

Wolfe Road Park

TL mentioned she was working on community support for the park and they often need bigger venues. MN stated the practice is always happy to support community minded activities.

Frailty Index and Summary Care Records

MN stated summary care records are to be enhanced if patients are on the frailty index and they agree to this and this means other NHS organisations they may encounter has a fuller picture of their medical history not just medication lists and allergies.

Opening Hours

Thursday pm opening. Mandy Awaiting NHSE guidance on this.

Telephone Lines

BD highlighted issues on a Thursday with Telephone lines as he was certain the line went through to on-call on a Thursday morning – M/N to look into this as a potential fault. Post meeting note – calls were going over 4 minutes early which meant it was 12.26.

Cholesterol group

CT ran this at the practice and felt it was a successful pilot and feedback was good. Lots of people took on prescription for exercise as a direct result of attending. MN may consider looking to get other practices to refer into this.

NHS Choices

DO kindly looked into this for the group and found a mistake which stated the practice did not have online access MN trying to get this information updated

Art exhibition

CLT and BP feedback how well attended the art exhibition was and how well received it was.

Diabetes booklet

Change of plan, Diabetes UK have a new booklet on diabetes that the practice will order and may just have to pay postage rather than getting developing and printing the one CLT developed.

Nurse Students

Been allocated our first hub student who comes back to the practice in June. CLT and KW done mentoring courses to allow students to be placed in general practice with us.

General Data Protection Regulation

M/N mentioned Will come in to being in May 2018 – due to the nature of general practice we will be in a good position but may have to iron out some issues to meet the regulations

Neighbourhood Networking

Steering group decided upon a shared admin worker initially for 20 hours a week but decided to increase to full time (so Foxhill will have her one day a week).

Coding

To help streamline doctor work the idea is that some letters which come in to the practice will be coded onto the computer by admin staff and the doctor will only need to see pertinent data. The group agreed this is sensible to pursue as it frees up GP time and makes sense to reduce time wasted when another trained worker could undertake the work. There would have to be a strict process for this.

Questionnaire for patients

To be sent out at the end of March 2018 – MN explained needed to delay this.

New people needed to join the patient group

MN advertising on the TV screen and on website. MN to organise some fliers and also BH suggested popping a note on script M/N to look into this.

Flu Jab/Pneumovax and Shingles Vaccinations

1. There will be a new Flu Vaccination for over 65's for this year's flu season. We plan to start our flu campaign early this year.
2. UG enquired eligibility for Pneumovac and CLT explained this was over 65s and also some at risk groups such as Chronic chests and people with heart disease but that there is a shortage so until supplies improve we are simply vaccinating the most at risk.
3. CLT also explained we vaccinated people for shingles who turn 70 years of age and there is a catch up programme in place to vaccinate those up until their 80th birthday

New Staff

Dr Amy Armitage – new registrar who is based for first time in general practice.

Updates

Prescription via a telephone line may be “being reinstated” BUT with a central bank of pharmacy technicians taking the telephone calls to minimise risk of mistake, await more info.

Next Meeting
6pm on 30th April

PRESCRIPTION ORDERING

TL heightened concerns re prescription ordering and confusion. CLT agreed to draw up a “what you can do” fact sheet to order and obtain prescriptions – see the draft over the page for comments. Please can you make any suggested amendments to the draft and return it in the envelope provided. Thank you.

Please read the following **draft** from Clare Thompson:

WANT TO KNOW HOW TO GET REPEAT MEDICATION?

You can do **any** of the following:

1. Drop in a request in the box at the reception desk
2. Request on-line. Firstly you need to obtain a password in person from reception and then visit the website www.foxhillmedicalcentre.co.uk
3. Set up an agreement with a pharmacy for them to act on your behalf to order and pick up your scripts. This means ringing or calling in at the chemist to ask them to order and collect the prescriptions from the medical centre on your behalf. All pharmacies offer this service. They will ring you every month to find out which items you require.
4. Post In your request. If you want it sent back to you please enclose a stamped addressed envelope. Or arrange with your pharmacy to collect it from us.

Repeat Dispensing

If you have been on your medications for a long time and are stable and your GP agrees, you can be put on repeat dispensing. This means that 3 or 6 month's worth of prescriptions are sent to the pharmacy and you pick them up monthly, without having to order each month!

Making your life easier

Please note if you are having issues with various medications running out at different times, please let the GP or nurse know and we can sort this out for you to make your and our life simpler!

We also have a Pharmacy Technician who can help synchronise medications, she is here one day a week. Please ask Reception to arrange for your medications to be synchronised.