**MINUTES OF PATIENT GROUP MEETING – TUESDAY 3 SEPTEMBER 2024**

PRESENT – John Flinders (Chair), Cedric Norman, Judith Harvey, Lesley Hall, Viv Palfeyman, Jane Wharton (Practice Manager), Mandy Hallam (Deputy Practice Manager).

APOLOGIES – Roger Beresford, Janet Bostock.

New phone system – has now been installed and in use. The main feature from a patient perspective is the ability for them to ask for a call back rather than sitting in a queue. This is proving popular, and most patients are picking up the call when called back. If they do not answer they are sent a text message to let them know. Patients have commented positively. It was noted that patients must ring from a mobile phone for the call back option. We have reports that show increased usage and plan to include a question around this in the next patient group survey. The practice generally feels that the new system and call board in reception have improved the patient experience, and we hope to be able to evidence this in future surveys.

Winter pressures – same day access appointments will be provided by the PCN for all the local practices. We will have clinicians working at all the Heanor practices during the week. Local patients will be able to book into any of the Heanor practices for specific acute conditions via our reception.

Survey – practice confirmed that they would like the patient group to carry out another annual survey and it was agreed to do this during the week commencing 7 December 2024. John will send out information and requests for volunteers' availability and put together a timetable. The practice will provide a list of questions including reference to eConsult, same day access, new phone system/call backs and similar questions to the GP patient survey. John will do the analysis and provide a report. Discussion around patients' willingness to participate. Generally, patients are happy but there is no pressure put upon them. Some patients must be reminded that the group members are not clinicians before they share too much information.

**Action** – John/Jane/Mandy

Derbyshire Safe Place Scheme – Viv asked for more detail. Jane explained that this is not an NHS service. Any local businesses can take part. The public apply for a Keep Safe Card that they write details of their name, phone number, contact and any other information we may need to know. If they are out and about and need help they can go to anywhere advertised as a Safe Place for refuge/support. We have a poster near the front door and they can find places via the website or app. It could apply to patients with dementia, learning disabilities or in danger through domestic violence, etc.

General discussion – about the long Covid service and how they manage patients that they see. It was interesting to hear the patient perspective and perhaps something that would be useful for clinicians.

Chair – John plans to stand down at Christmas and asked for a volunteer to take over. He talked about the role and Judith agreed to shadow him between now and Christmas when she can hopefully take over. She and John will meet to discuss further.

**Action** – John/Judith

Discussion around the need for younger group members. We will promote the group during the patient survey and take details of anyone interested. Viv suggested we also provide an information leaflet to hand out.

Discussion about future talks and speakers. When we had a larger group in the past we often had speakers. Now that the group is increasing in members it may be a good time to restart this.

GP Action – John had heard about GP action taking place. Jane clarified that GPs will not be going on strike as this would breach their Contract. However, some practices are taking action as a result of the new Contract that has been imposed upon them. A recent poll showed that over 95% of GPs are unhappy with the new Contract that was never negotiated with them. The main action is limiting consultation numbers to 25 per day per clinician. This is way below what most GPs are providing and will result in high numbers of patients being referred to 111, A&E, and other services. Here at The Park Surgery we felt that this would be detrimental to our patients and decided not to take such measures. Other actions include not completing hospital templates, that can be time consuming for referrals, and sending simple letters instead. We felt that this may delay referrals again being detrimental to patients. Another action was ignoring alerts prompting us to select more cost-effective drugs. We felt that this would waste NHS resources. We have agreed not to carry any of the actions currently.

Discussion around meeting time – we meet in the evening as the waiting room is free. Jane confirmed that afternoon meetings could be facilitated if the group prefer but the conference room upstairs is not wheelchair accessible.

Date and time of next meeting – Tuesday 26th November 2024 at 7 pm.