

Crown House Surgery
CHAT Meeting
Wednesday 17th July 2019
2:00pm Library

Present: Shirley, Norma, Jessica, Howard, Heather

Apologies: Philip, Barbara, Sue

Review and Ratify Minutes:

The minutes from the previous two CHAT meetings, held in March and May were agreed as true and accurate.

JC informed the meetings that the two new partners have settled in and will be invited to attend a future CHAT meeting. Positive feedback was given in relation to care received from Dr Dhar.

ACTION: **JC to arrange to have minutes added to the website**
 JC to arrange for new partners to attend future CHAT meeting

Shirley's update on PIN

Shirley attended the recent PIN meeting, informing CHAT that Mark Russell reported that the accounts for the Clinical Commissioning Group CCG are in good order. Mark did highlight forthcoming difficulties in safety and good performance due to the amount of building that is taking place in both Worksop and Retford.

Benjamin Eckersley was in attendance from Integrated Care Partnership, ICP, to promote the work they are doing in relation to working with other departments to support patients being under the care of several different specialities.

Sarah Beard, from the CCG informed the PIN of new initiatives being carried out by Arriva, who provide transport. These conversations continue and the PIN will be updated further at a future meeting.

Geoffrey Hird, representative from Larwood Surgery's Patient Participation Group, highlighted the number of complaints he has heard about in relation to accessing the hearing clinic's appointments. Shirley contacted Sarah Beard at the CCG two weeks ago and intends to get back in contact with Sarah to see if anything has been done. Shirley gave examples of telephone numbers not working and further informed the meeting that

patients now have to contact Doncaster. JC confirmed that she personally has not received any complaints related to the hearing service.

Donna Ramsden, from the CCG requested patient groups to encourage uptake of the flu vaccine. Donna informed the PIN that there is a drive to encourage pregnant ladies to take up the flu vaccine this year.

The CCG AGM meeting will take place at The Well on the 25th September.

ACTION: SS to contact SB for update on Hearing Clinic

Primary Care Network

Jess explained to CHAT that NHS England supply funds for practices to bid for. However, to qualify to put in a bid for funds practices are required to have a practice population of 30,000 plus. Therefore in Retford and the surrounding villages Crown House Surgery has joined in a Primary Care Network with Kingfisher, Riverside, Tuxford and North Leverton resulting in a practice population of 55,000.

HO asked JC if practices are consulted at in relation to the number of new housing being built. JC informed the meeting that practices are not approached.

A conversation then pursued around increasing population and issues with accessing GP care.

ACTION: JC to keep this item on the agenda to update CHAT with updates

Traffic Exit Issue

JC explained that she needs to still bring this up with the partnership. HO said he would be happy to pursue if it is agreed to take this forward.

ACTION: JC to take to Partnership

Terms of Reference:

HO expressed that the TOR are not clear. IT was agreed to review.

ACTION: HO to review wording of TOR

Cancer Audit

JC informed the meeting that the practice is taking part in the national cancer audit demonstrating the poster that is being displayed in the waiting room to inform patients of how their data is being used. CHAT expressed their support for the project.

ACTION: NONE REQUIRED

Education for Patients in relation to Prescribing and Lifestyle:

JC asked CHAT for their opinion in relation to educating patients around lifestyle choices and prescribing by holding quarterly events to promote. Following discussion CHAT are in support of the idea and would be happy to be involved.

ACTION: JC to feedback to partnership

SS left the meeting

Changes to Staff Roles and Telephones:

JC informed the meeting of changes that have taken place in recent weeks relating to getting through on the telephone and the secretaries answering the appointment calls during the peak time in the mornings. CHAT expressed their support to the changes and those that have telephoned gave feedback in relation to an option for general enquiries as it is unclear which option to press in these instances. Feedback was also expressed that the secretaries do not always ring back when following a message being left to do so. JC thanked CHAT for their feedback and will add these to the "challenge sheet" to be looked at.

There was a conversation around appointments and JC explained the system with working out the demand for routine and same day appointments and how the practice works out availability for both.

ACTION: JC to give CHAT's feedback to the practice

Any Other Business:

There was no other business to discuss and the meeting was closed at 3.25pm

ACTION: NONE REQUIRED

Next CHAT Meeting – 18th September 2019 at 2pm