

Minutes of a meeting held at The Laurels Surgery.

14 June 2018

Members Present: - John Galley (JG), Ann Martin (AM), Theresa Buck (TB)

Surgery representatives: - Dr. Karen Hall, Beverley Jones (Practice Manager)

Apologies: Vanessa Benson (VB) Bob Farrell (BF), Ray White (RW) Alan Harrison (AH).

Please note these draft minutes were taken 15 minutes into the meeting

Update:

BJ reported that Katrine Brewer (Beverley's Asst) was monitoring the data from the telephone system daily. She reported that 90% calls are answered within 9 minutes, that the telephone system was in good condition and that the surgery were still receiving 100 extra calls per day. She was not able to breakdown how many of these were made by patients who had been cut off or had redialled due to their original calls not being answered.

BJ went into detail explaining how the telephone system worked.

AC asked if the system was being used as expected or whether particular groups of patients might be using the telephone instead of on line services.

KH said she was seeing the same type of patients as she did before.

TB asked if there was more take up on using the online system, BJ reported that that was a huge increase and that the Sidney House surgery was the best performing surgery in the area.

BJ stated that from January 2018 young people aged 16+ had been able make an application for their own online account, albeit more limited than 18+. Also, proxy applications were being accepted for young people under 16 years and for people unable or without access to online services (e.g. parents or carers to book appointments or medication).

JG suggested ideas to avoid the surgery having to send out hundreds of reminders for clinic appointments, for example nurses phoning patients. BJ and KH explained that nurses time is used to see patients and run clinics, they simply don't have time to make phone calls. Also, appointments can only be made up to 3 months in advance while some patients only need reviewing on a 6 monthly or yearly basis. The system which works is that a letter is sent out to patients asking them to contact the surgery and book a date and time that is convenient for themselves.

Newsletter and future ideas for articles

BJ would like to get the surgery newsletter up and running again. It was suggested that when the new Nurse Practitioner and ??? start in the summer, it would be a good idea for them to write a piece explaining their previous experience and to introduce them to their future patients.

KH It would be very helpful if patients gave a brief explanation when booking an online telephone call so that doctors could make a better use of their time and provide the best outcome for the patient.

TB reported free 'Health and Wellbeing' and 'Managing Anxiety' courses are being run by ACL – Adult Community Learning www.aclessex.com or email lifelong.learning@essex.gov.uk or telephone **0345 603 7635**.

Although they are being run throughout Essex, local colleges include Witham, Maldon and Chelmsford. It is a very relaxed and friendly set up, each course runs for 6 weeks. College leaflets will be passed to **BJ** to distribute as appropriate.

AOB

It was decided that patients should be made aware of the recent events involving more money be taken away from the surgery by NHS England. During a hastily convened meeting with NHS England, the head of finance and the head of contacts met with Dr Cunningham who was told that the surgery had been overpaid to the tune of £105,000 which would have to be repaid. In addition, the surgery would lose approx. £40,000 per year.

Discussions are ongoing as to how this can be resolved.