

MINUTES OF PATIENTS FORUM AT TRINITY STREET

Held on Tuesday January 21st 2015

In Attendance:

Steve Trinkwon, Andrew Wenley, Michael Coates, Jackie Carroll, Karen Bell, Helena Simper, Zoe Barber, Sonja Kerridge, Anita Glanfield

Apologies from: Barbara Talbot, Rachael Nixon, Jean Powell, Jo Vincent

1) MC said the Bowthorpe visit last October was very successful - MC impressed with set up at Bowthorpe.

2) SK mentioned access to Medical Records - can access online. HS said from April increased access for patients to see records. Needed to check low level access works ok before increasing.

ZB asked about parents accessing children's records. HS said parental access of children's records (aged 12-18) was grey area - might need to investigate further. SK reiterated need for patients consent before records went online

HS said some bodies eg Integrated Care Management might require access but would still need patients consent.

ZB against consultation records being accessed by patients on basis of possible ambiguity/misinterpretation re her comments. Said preferred to go through with the patient together with the doctor.

3) 2 new GP's at surgery, mostly working at Bowthorpe:

Dr Claire Slater started F/T Oct 2014 and Dr Tim Barger P/T started Jan 2015.

Dr Maire Beales will be retiring in April 2015.

Zacharias Magkrachi left June 2014, also Dr Thorpe left December 2014

The surgery will hopefully be hosting a GP Registrar from Aug 15 or Feb 16 - Dr Craig will be their trainer and they will cover both sites.

Dr Craig is currently doing a Postgraduate certificate in Medical Education so her training days may fall on her usual working days therefore limiting her days in normal clinic.

AW raised possible problems noted in the press recently in attracting GP's - ZB said Trinity St haven't had any problems but other surgeries in Norfolk are struggling.

SK said our trial to remind patients of appointments by text messages was up and running and would hopefully reduce DNA's. DNA = 259 Apr 2014, down to 154 in Aug 2014 but unfortunately due to some software issues this went up to 282 in Dec 2014. These issues have now been resolved.

"Yellow card" system in operation for frequent DNA's but ZB stressed importance of being flexible as different reasons for no shows.

SK said they were texting patients asking about the quality of service received (Friends and Family questionnaire) - this wouldn't happen every time they attended, only once in 3 months.

MC mentioned that Trinity St seemed to be doing well compared with other surgeries, particularly with regard to waiting times, ease of getting appointments etc. JC said access to many practices in Norfolk/Suffolk was very poor.

4) HS said software already received re Macmillan - to improve cancer diagnosis . Assesses predictability of future cancer. Eg: Lung, bowel, ovarian, and oesophageal cancers. Pilot finished in Autumn

5) No CQC updates

6) AOB - MC mentioned people over 75 being assigned GP's from Apr 2015 onwards. SK said this has already happened in our practice for the over 75's and the majority of the rest of our patients have also been allocated a 'Usual GP'.

Agreed next meeting for 28/4/2015 at 12pm