

**Havelock Grange Practice  
Minutes of Meeting**

<b>Meeting Title:</b> Patient Forum	<b>Date:</b> Wednesday 11 <sup>th</sup> November 2015
<b>Time:</b> 13:00	<b>Venue:</b> Meeting Room 1, One Life, Hartlepool
<b>Chair:</b> Gregory Plews	

**Present:** GP, MS, JE, WH, AE, BC, RK, JG, MC, CN SA

Item no.	Item description	Action for	Due by
1	<b>Apologies for Absence</b> EJ, MM, IC & PW		
2	<b>Minutes of previous meeting</b> Proposed and seconded as a true record		
3	<p><b>Matters Arising</b></p> <ul style="list-style-type: none"> <li>• Attendance Sheet (for signature) &amp; all present agreeable for names to be published</li> <li>• Extended Hours – CN thanked the group for their support in ceasing the Saturday service and moving all extended hours services to a Wednesday and advised that this has now also been approved by NHS England. The last Saturday will be 28<sup>th</sup> November 2015 and from Wednesday 2<sup>nd</sup> December there will an increase in the number of staff offering services at One Life. The service will become more varied and include other Healthcare Professionals (e.g. Pharmacist &amp; Healthcare Assistants).</li> <li>• Humanitarian Doctor Bid – SA advised that the practice had been successful in their bid. Information given to the practice is that the interviews will take place this week and we will be informed in the near future of any GP appointed to us. This GP will work in the practice for 2.5 days per week for 12 months.</li> <li>• Pharmacy Pilot Bid – SA advised the group that we still have not been informed as to whether this bid has been successful. The date for advising on bids has been moved twice and we now believe we should hear at the latest at some point week commencing 16<sup>th</sup> November 2015. SA explained that this position would be extra to that provided by our current Pharmacist. If not successful the practice may look at funding some time fully themselves as with the current recruitment and retention problems for Doctors this can only enhance and improve safety and delivery of service and also free up GP time to improve access.</li> <li>• On Line Services moving to new website – CN advised the group that the practice software supplier has advised the practice that they will be informed when the practice is allocated a date for transferring the practice to the new website.</li> </ul>		

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	<ul style="list-style-type: none"> <li>Brierton – CN advised that there has been some progress, although this has been slow but that are now awaiting a date from BT to complete a “fit &amp; test” and then NHS England IT Department will need to fit a new router. The practice hopes to be in a position to re-open the Brierton Site in January 2016.</li> </ul>		
4	<p><b>Staff</b></p> <ul style="list-style-type: none"> <li>Dr J McKenzie – will be going on maternity leave in January 2016 but will be returning to the practice.</li> <li>Sister KA – is unfortunately leaving the practice on 4<sup>th</sup> December to join another practice in the surrounding district. CN confirmed that we do complete exit interviews and the group discussed the reasons for losing Nurses over recent years.</li> </ul>		
5	<p><b>Any Other Business</b></p> <ul style="list-style-type: none"> <li>Private GP Services as advertised on television – MS enquired if the practice had knowledge of any patients using this service. AE &amp; SA confirmed that they did not and thought that this is more likely to be used by people living in other areas of the country. It is our belief that these services would be run by Doctors who would be regulated as any other GP.</li> <li>Flu Saturday – CN updated that the group that although this had not taken place this year, figures show that uptake is improved comparing to the same stage in previous years.</li> <li>Christmas Opening – CN confirmed that the practice is only closed on Friday 25<sup>th</sup> December, Monday 28<sup>th</sup> December (in lieu of Boxing Day) and Friday 1<sup>st</sup> January 2016.</li> <li>Administrative Staff – GP asked how the two new part-time members of the administrative team were settling. CN informed the group that one member has settled really well and will be a good asset to the practice but that unfortunately the other new team member left after one month. The practice has made the decision to reassess the situation and is working closely with Hartlepool College of Further to appoint an Apprentice (17/18 year old) who will gain experience and qualifications as part of their apprenticeship. This will give the practice an increase in hours worked which will help with some new initiatives.</li> <li>Texting Service – the group discussed the use of this including all the “pros and cons”. The group were keen to explore funding for this from CCG but it was explained that we are classed as “independent contractors” and would therefore be expected to fund this ourselves. AE and SA agreed to discuss at the next Partners Meeting the practice purchasing a “bundle” of texts for the automated system provided by the clinical supplier as a pilot to see if this will help improve our DNA rate.</li> <li>GP attendance at meeting – AE asked if the group would find it useful for the Doctor attendance at this meeting to be rotated allowing the group to build an improved relationship with all the Partners in the Practice. The group were very much in favour of this.</li> </ul>		
6	<p><b>Date &amp; Time of next meeting</b> 10<sup>th</sup> February 2016, 17:00</p>		