



**Standard Reporting Template – Patient Participation DES 2014/15**

**Surrey & Sussex Area Team**

**Practice Name The Lighthouse Medical Practice**

**Practice Code G81003**

**Signed on behalf of practice**

**Amanda Sayer**

**Date: 23<sup>rd</sup> March 2015**

**Signed on behalf of PPG**

**Gwynne Pickering**

**Date: 23<sup>rd</sup> March 2015**



Describe steps taken to ensure that the PPG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:

- All groups Patient Forum and Virtual Forum are open to all
- Advertised on Website
- Advertised in Newsletter
- In Surgery on Notice Boards
- Approach individuals who raise a complaint or comment
- Emailed everyone with emails and invited to join either group
- Set up a Virtual Group
- Working on a Facebook Page
- Set up a link with Eastbourne College
- Organised meetings with local schools

The Practice has been running PPGs and working with patients since 2004. We try hard to recruit members to both our Patient Forum and Virtual groups. We can only continue to try and recruit and to work with the members/ volunteers that we have. In saying this we remain extremely grateful to those who volunteer to work with us, and do not want to undermine the amazing work that our members do. We recognise that it is extremely difficult to get members let alone to truly represent the demography of our registered list. All we can do is continue to publicise the Forum and outreach to specific groups such as schools etc. We also believe that we need to engage with regular service users who are affected by changes as well as continually seek to engage with those who rarely attend and who hardly use the service. We have worked jointly to achieve this.

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? e.g. large student population, significant number of jobseekers, large numbers of nursing homes or a LGBT community? YES

- We look after Nursing Homes and have members who have had relatives in them and/or are carers.
- We look after Eastbourne College and have approached students about attending but we are now working with them via a virtual liaison.
- Young mothers- we are trying to actively engage with them via linking with schools

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

As above

- We look after Nursing Homes and have Forum members who have had relatives in them and/or are carers. We hope to develop this further with our over 75's work next year in which we aim to be working closer with specific Nursing homes.
- We look after Eastbourne College and have approached students about attending meetings but we are now working with students gaining their feedback via a virtual communications.
- Young mothers- we are trying to actively engage with young families via linking with schools. We have meetings already set up and part of our objectives for 2015-16

## 2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:

- Complaints, Compliments and Comments - written, verbal and email
- Verbal comments to members of Forum whilst on site each week
- Contacted all patients who could be identified to discuss any comments that they had fed back as part of their participation in the Patient Survey
- Written survey of the new appointment system at Ian Gow
- Written survey of new Physicians Associate Role at College Road
- Feedback from the Friends and Family Test including detailed answers to the second question- (Can you tell us why you have answered the question in this way and give us suggestions to help improve our service?)
- Patient/Practice Objectives setting meetings x3

How frequently were these reviewed with the PRG?

Monthly at Forum meetings  
Every time a survey has been completed  
Ad hoc as and when received

3. Action plan priority areas and implementation

<b>Priority area 1</b>
Description of priority area:
Please See Appendix 1- Update on Objectives & Appendix 2 AGM Report
What actions were taken to address the priority:
Please See Appendix 1- Update on Objectives & Appendix 2 AGM Report
Result of actions and impact on patients and carers (including how publicised):
Please See Appendix 1- Update on Objectives & Appendix 2 AGM Report
<b>Priority area 2</b>
Description of priority area:
Please See Appendix 1- AGM Report & Appendix 2-Update on Objectives
What actions were taken to address the priority:
Please See Appendix 1- AGM Report & Appendix 2-Update on Objectives
Result of actions and impact on patients and carers (including how publicised):
Please See Appendix 1- AGM Report & Appendix 2-Update on Objectives
<b>Priority area 3</b>
Description of priority area:
Please See Appendix 1- AGM Report & Appendix 2-Update on Objectives
What actions were taken to address the priority:
Please See Appendix 1- AGM Report & Appendix 2-Update on Objectives
Result of actions and impact on patients and carers (including how publicised):
Please See Appendix 1- AGM Report & Appendix 2-Update on Objectives

## Progress on previous years

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s)

### Free text

In trying to condense the Patient Forum's work in to a summary of 3 objectives we are not doing justice to the vast amount input into and work that our patients do to help us improve our service and the Practice environment. The structure of our work with the Patient Forum is as follows:

- Monthly Face to face Forum meetings
- Monthly Sub group meetings
- Representative feeds into monthly CCG Forum meetings
- Weekly meetings between the Practice Manager and Chair
- Weekly catch up with Practice staff and Management and volunteers Patient Forum members on site
- Weekly volunteers on site
- Constant feed in and out (via email) with the Virtual group via Vice Chair
- Patient Forum Surveys on site
- Patient Objective setting meetings
- Patients Forum representatives invited to other meetings on site including but not limited to Flu Meetings, Carers meetings

Attached is an example of a set of minutes from a monthly meeting to give a flavour of what happens on a regular monthly basis- Appendix 3- Example of meeting minutes.

The Patient Forum groups are an integral part of the Practice and works in Partnership with us. The group existed before the PPG DES (Patient Participation Directed Enhanced Service)and will continue to exist regardless of the DES. We work together on everything, are open, transparent and honest working together to improve everything that we do.

#### 4. PPG Sign Off

Report signed off by PPG: YES	YES
Date of sign off:	23 <sup>rd</sup> March 2015 by Gwynne Pickering – Chair Patient Forum
How has the practice engaged with the PPG:	<p>The Practice has a completely open relationship with the Patient Forum and engages with us constantly and consistently. We are partners in improvement work and continually strive to make services and the environment better for all our patients.</p> <p>We work together on a formal basis through meetings and informally on a weekly basis through informal meetings and constant email and telephone contact.</p>
How has the practice made efforts to engage with seldom heard groups in the practice population?	<p>We set up a working group to try to address engaging with seldom heard groups but sadly both the volunteer leads asked to transfer to the Virtual Forum. Before the transfer one member spoke at local groups such as the local MS Society and other local Lagney Forums but sadly no new members came forth.</p> <p>Engagement is an area that still features in our 2015 objectives and I am aware that our PM, Amanda Sayer is actively working on setting up meetings at the local schools to try to engage with young mothers and teenagers.</p> <p>We must not however take away from those who volunteer and work with us on a regular basis and it is the job of Amanda and I to make sure that the existing members feel valued whilst always seeking to widen our group.</p>
Has the practice received patient and carer feedback from a variety of sources?	<p>Yes, we have worked together to get feedback from a variety of sources</p> <ul style="list-style-type: none"> <li>• We contacted all patients who left comments and contact information on our patient survey</li> <li>• We ran a survey of new appointment system Ian Gow</li> <li>• We ran a survey of Physicians Associate appointments at College Road</li> <li>• We analysed and discussed the second question on the Friends and Family surveys started in December and added them to our list of Objectives for the year</li> </ul>

	<ul style="list-style-type: none"> <li>• We review our objectives monthly and ran two meetings to build objectives for the year ahead. In addition we participated in the joint Patient/Practice Objectives setting meeting</li> <li>• We take all Complaints, Compliments and Comments back to the Practice at monthly meetings including verbal comments to members of Forum on site weekly</li> </ul>
<p>Was the PPG involved in the agreement of priority area and the resulting action plan?</p>	<p>Yes. Please see above.</p> <ul style="list-style-type: none"> <li>• We review our objectives monthly and ran two meetings to build objectives for the year ahead. In addition we participated in the joint Patient/Practice Objectives setting meeting in which we agreed our final list for the year.</li> </ul>
<p>How has the service offered to patients and carers improved as a result of the implementation of the action plan?</p>	<p>We are constantly working together to improve everything that we do and I believe that our joint working improves all services and the environment in which they are run. The Practice listens to us as representatives of the wider group and engages with us at every opportunity.</p> <p>One example is that the Practice commitment to overhauling the appointment systems at both sites. This has been and still is a huge piece of work and is a direct result of patient feedback.</p> <p>The overhaul of the Newsletter to improve communication is another example of joint improvement work. However there are many day to day things such as signage asking patients to stand back to allow for others privacy, building layout, texting and hearing loops for deaf patients which we have also been involved in.</p> <p>It is extremely difficult to quantify the variety and extent of our joint working into one paragraph but the details in Appendix 1,2 &amp; 3 give you an flavour of what we do and how we work together.</p>
<p>Do you have any other comments about the PPG or practice in relation to this area of work?</p>	<p>We are a partnership in improvement and we have an excellent relationship based on mutual trust.</p>



## Appendix 1- Update on Objectives

### The Annual General Meeting of the Patient Forum 2014 at Ian Gow Thursday 29th January 2015

**Chairman:** Gwynne Pickering.

**Present:** Amanda Sayer on behalf of the Practice.

MF, JP, LW, PB, CV, PM, RM, AA, SB, SN and MH.

**Apologies:** TS.

#### 1. Welcome and Apologies for Absence

The Chairman welcomed all present and apologies are noted above.

#### 2. Chairman's Report - Gwynne Pickering.

One of my occupational duties as the Chairman of the Patients Forum is to give to our members an annual report on the events of the previous 12 months.

#### How did we perform?

I have come to the conclusion that the Forum should act as a catalyst – rather than act in a revolutionary way. We are the bridge of communication between the Patients and the Medical Practice.

This evening questions remain which we must ask ourselves as the Forum.

- Have we been of assistance to the Practice and what has been our contribution?

- Did we succeed in our Aims, Objectives and Goals that we set last year and have they been met or better still, have they been exceeded?

In 2014 we had ten meetings as August, rightfully, was a holiday month with no meeting.

In December we had a social dinner at the Moorings for which we must thank the Practice for their generous donation towards the cost of it.

#### Our Communication

Looking at our Aims and Goals that were set for 2014 quite a few came under the title 'Communications'. Last year we indicated a need for a regular Newsletter and a person to become the Editor. Our hopes have come to fruition and in 2014 we produced four Newsletters all containing interesting, informative and sign-posting articles for our patients.

I am proud to report that the standard and the layout of our Newsletter is of the highest order and is greatly admired and appreciated by our patients and others outside our Patients Forum. For this we must thank Penny Briggs our Editor for her diligent and hard work. I must also mention Claire Patterson-Snell, the printing Manager at Eastbourne Town Hall and also a patient at the Lighthouse Medical Practice who is exceptionally helpful to us with the production of the Newsletters and ensures that their cost is kept to a minimum. I hope that the Practice will continue to fund the cost of printing the Newsletters for 2015 which have an estimated cost of £800-£1,000.

I would remind our members to make their own contribution to the newsletter this year and all these would be very gratefully received.

I would like to draw attention to the Spring and Summer 2014 newsletters which included the Practice's replies to patients' queries and comments raised whilst completing the 2013 Annual Practice Survey. In 2014 other patient surveys were introduced by the Practice and NHS directives, including the Friends and Family Test.

Communication with patients is a vital part of our Patients Forum and in more forms now with email, The Lighthouse Medical Practice Webpage as well as the telephone, prescriptions and our Notice Boards in both surgeries.

#### **Email**

If we carry out a practice survey in 2015 one of the main questions will be to ascertain if patients have an email address, and if so, are they prepared to receive email messages from the Surgery including distribution of the Newsletter. At January 2015 there are 4,259 patients who have registered their email address at the Practice of which 2,135 are prepared to receive personal medical information via email.

#### **Telephones**

I am pleased to report that there was no major failure in the telephone appointment booking system in 2014 which did occur for several months in 2013.

#### **Notice Boards**

The Notice Boards at both practices have extensive information on display for patients' reference. This is regularly updated. We also keep magazines to read whilst in the waiting room, to the latest three editions. For all this we must thank Carol Voake at College Road and Beryl Jackson at Ian Gow.

#### **Prescriptions**

As a Forum, have we made the most of the small space that was offered to us to utilise on this paper form. We advertise the Flu Clinics but need to make more use of this communication channel in 2015.

#### **The Practice Website**

We currently await a decision from the practice as to whether nominated members of the Forum can have access to update the Practice Website.

#### **Forum Membership Expansion**

Unfortunately, this was rather disappointing in 2014. The two people, who were expected to lead on membership expansion regrettably, moved from the Patient Forum to the Virtual group before anything was achieved on this. We saw some new joiners to the Forum in the year but a few of these also decided not to continue in a proactive role.

If any member of the Forum knows other patients at our practices, why not ask them to join one of our groups?

#### **Our Other Achievements**

What else has The Forum achieved? We are immensely proud that Amanda our Practice Manager was nominated by the Patients Forum for the East Sussex Woman of the Year Business Award beating seventeen other contenders. Congratulations once again Amanda on a well-deserved honour.

Some of you may recall that Lead Nurse Carolyn Howells won the Sussex Nurse of the year award in 2013, again having been nominated by the Patients Forum.

This I feel demonstrates the value of a proactive Patients Forum.

### **What Were Our Other Achievements as a Forum?**

We helped out in three major flu clinics. In spite of the first clinic not going to plan, the other two were extremely successful and the feedback from patients from these was extremely complimentary.

I ask the practice when planning Flu clinics to take the Patients Forum into your confidence at the very outset.

### **Work In Progress -Loneliness**

So far, very little work has been done on addressing this issue. It is particularly an issue for our elderly patients and the Practice and Forum considered developing Drop-in sessions.

We need to give serious thought as to how we can progress this both as a Forum and a Practice in 2015. A meeting organised by 3VA on 5<sup>th</sup> November 2014 on this subject, has slowly started to move matters. I attended this meeting as an observer on behalf of the Eastbourne Senior Forum and others are welcome to join future meetings on this.

I would like to thank LW for organising the Forum Sub-Committee and providing the Forum with summary information on topics mainly concerning our patients' experiences with the Eastbourne DGH and Hastings Hospital which we would never have time to discuss in depth at the Forum meetings.

Finally a big thank you to all of you who have attended the Forum meetings and have also helped the Forum and Practice in a practical way.

### **3.Treasurer's Report - CV**

Carol advised that the Forum accounts show a closing cash balance at 31 December 2014 of £879.19 (opening 1 January 2014 £273.98). Amanda Sayer Managing Partner noted this and advised that she would be discussing this with the Practice Partners for funding for the Forum for 2015.

The Chairman thanked Carol for all her work in 2015.

### **4.Practice Report - Amanda Sayer Managing Partner**

Firstly a huge and heartfelt thank you to you all from the Partners and staff, but most of all from me, for your continued support, help, advice, challenges, questions, assistance, ideas and input into The Lighthouse Medical Practice during 2014.

Since I joined the NHS, just over 10 years ago, both the way we work and the NHS, has changed - almost beyond recognition, but the one constant for me has been my work with the Forum. When it's been a busy day and it seems like we can get nothing right, GPs feeling stressed, staff under pressure, patients complaining and paperwork building up, a quick chat with Gwynne about the Agenda, a hug from Carol doing the Notice Boards, an email from Liz and Penny, or the enthusiastic faces waiting to start a Forum meeting, make it all seem worthwhile. It still never ceases to amaze me the time that you all devote to working with us.

We have achieved a lot in the past year in terms of bringing our GP team back to full strength after the retirements, illness and movement of GPs aboard over the past years, but I am fully aware that in the new world of the NHS nothing ever stands still.

The workforce in 2015 is made up of a new generation of professionals who have portfolio careers (working part-time on a few different roles), share childcare with their partners, and have a different view of their roles and work life balance. This has brought challenges along the way, and coupled with GPs

working long and exhausting days, they often choose to cut their income and work less sessions. This is completely understandable but presents challenges in terms of patient and staff expectation and requires new ways of looking at “continuity of care”. Recruiting Practice Partners is a struggle when locums can earn more without the responsibility. Although we have many loyal long serving staff, staff retention is hard especially when the general public can be at times incredibly demanding and unforgiving.

However, against this background we have all continued to strive towards excellence in Clinical Care through both good and more difficult times.

One particular highlight for me this year was being nominated by you for the Women in Business Awards and winning the Business Woman of the Year category. This came as a complete surprise and was a great honour at a time when the work was feeling at times quite overwhelming. It was a tremendous boost on both a business and personal level. Thank you again to you all for this and your continued support.

**The challenges ahead - I see these as follows:**

- GP recruitment and retention at a time when the Government has been unsupportive toward the family GP;
- Buildings- little NHS funding to expand buildings to accommodate a greater range of services and staff;
- Changing NHS policy with income falling and costs rising;
- Demand outstripping supply;
- Budget restraints

The positives are however that we have an excellent, dedicated and proactive Partnership, a wonderful team of staff and your support through the Forum. I am going to briefly run through where I believe we are with our objectives but before I do I want to thank you all again for your on-going support and dedication. You make it all worthwhile.

## Appendix 2 - 2014 Agreed Objectives – How Have We Done?

	<b>2014 Objectives Priority Area</b>	<b>Person Responsible</b>	<b>Actions taken and Comments</b>	<b>Achieved</b>	<b>Result of actions and impact on patients and carers (including how publicised)</b>	<b>Actions Carried into 2015</b>
1.	To publicise answers to all issues raised in the Patient Survey where they are a matter of lack of information.	- Amanda to produce list for the Newsletter. - Forum Lead needed for the Newsletter.	The Newsletter has been a success of 2014. This started by Bob who then became unwell. It was then taken over by Penny and has become an interesting and informative document. A huge thank you to Penny. The articles have come from the Patient suggestions in the 2014 Survey, from the Patient Forum (Penny and Gwynne) and the Practice. Two GPs are responsible for checking clinical details and Amanda reads it on behalf of the Practice.	Yes	<ul style="list-style-type: none"> <li>• Improved Newsletter</li> <li>• Improved communication</li> <li>• Improved circulation Eg. Practice Newsletter Sept 2014: 2068 downloads from Website</li> <li>• Greater health education</li> <li>• Greater awareness of Practice Systems and Procedures</li> </ul> <p>Publicised via Website, email, notice Boards and in Practice</p>	In order for this to continue all we need to expand authorship and encourage contributors.
2.	To call as many patients as possible who have made comments on forms that need addressing in person.	Amanda to lead on this.	Amanda called all patients who had made comments on the survey to discuss their concerns and comments. Success rate around 60%. Patients delighted that their comments were read. Answer to common themes printed in the Newsletter to share with all patients.	Yes	<ul style="list-style-type: none"> <li>• Patients delighted that their feedback was read</li> <li>• Patients able to expand upon comments made</li> <li>• Comments used to help formulate objectives</li> </ul> <p>Publicised as questions and answers in Newsletter (for circulation see above)</p>	
3.	Communication- to improve communication between the Practice and the Patients.	Via these methods: - Email - Telephones - Notice Boards	- More patient emails gathered. - Information on the telephones not well received - always a difficult balance. - Notice Boards at both sites managed by Forum members Carol and Beryl - clear, concise and well organised.	Yes and No	<ul style="list-style-type: none"> <li>• Clearer messages to patients</li> <li>• Information easier to find</li> </ul> <p>Publicised as above</p>	Communication has improved but needs to be improved further.

		<ul style="list-style-type: none"> <li>- Prescriptions</li> <li>- Newsletter – to take suggestions for articles from the survey (now in new format but needs a Forum Lead) Information</li> <li>- Events</li> <li>- Website</li> </ul>	<ul style="list-style-type: none"> <li>- A few messages on these but not really had a Forum lead to decide what was wanted and when.</li> <li>- Newsletter - as detailed above.</li> <li>- New Website managed by GP but Practice struggle keeping up to date.</li> </ul>			
4.	To increase Forum membership and to focus on trying again to expand and diversify the membership to better represent the Ian Gow population.	<ul style="list-style-type: none"> <li>- FB and JM to Lead on this area.</li> <li>- Amanda to start email discussion re this.</li> <li>- Amanda to print out population figures etc for Practice.</li> <li>- Gwynne and Amanda to telephone everyone who expressed an interest in joining the Forum.</li> </ul>	<ul style="list-style-type: none"> <li>- This happened, but not in the way planned. The two leads left the main group and moved to the Virtual Forum.</li> <li>- What we did was to expand the group by having an active meeting group, a Virtual Group and have started a Facebook page. Also, Eastbourne College have said that we can ask their pupils to get feedback (we are the Registered GPs for the school).</li> </ul>	Yes and No	<ul style="list-style-type: none"> <li>• Virtual group set up in addition to Patient Forum</li> <li>• Facebook page in progress</li> <li>• One local school working with us</li> <li>• Two more local schools in process of working with us</li> </ul> <p>Publicised in annual report on Website and Newsletters</p>	Continue to expand membership. Amanda trying to get back in contact with Heads of Shinewater and Causeway Schools.
5.	To review	- Nurse Minor	- Minor illness clinics ran and were well	Yes	<ul style="list-style-type: none"> <li>• Trial of new appointment</li> </ul>	Focus now moving to CR.

	appointments and trial new ways of working to unblock GP appointments.	illness clinics.  - Paramedic clinics. - Open up on line booking. - Review appointment system.	received. Minor illness Nurse left and moved away and we could not recruit someone with such experience. - Paramedics are still working with the Practice. - On line booking, advertised and opened up, and usage has improved. - Physician Associate appointments opened up and survey completed. - Appointment system reviewed - trial of duty GP clinics at Ian Gow. Survey completed and now expanded and running well with no call back required. - Visit Doctor system set up at CR and system is under review.		system set up at Ian Gow <ul style="list-style-type: none"> <li>• Survey of new appointment system at Ian Gow</li> <li>• Revision of new appointment system At Ian Gow</li> <li>• Trial of new appointment system at College Road ( about to revise and survey)</li> </ul> Not yet publicised other than in Annual report. We are now moving on to review at College road and will publicise via Notice Boards, Emails, Website and Newsletter once both systems are up and running	
6.	Work with the Elderly to help combat loneliness and isolation.	- Drop in sessions. - Work with Eastbourne Seniors Forum.	This has not really been moved forward.	No	Moving to 2015 but staff are becoming Dementia friends and Dementia Training taking place end of March/beginning of April	Potential to look at a Dementia and/or Elderly care project in 2015. New Elderly care lead at CR – Dr Rajendra.

#### 5.Election of Forum Officers – Gwynne Pickering

The Chairman, Vice Chair, Treasury and Secretary individually all expressed their agreement to continue in their respective Forum offices for 2015.

6. Date of next AGM - 28<sup>th</sup> January 2016. The AGM ended at 7.20pm.

## Appendix 3- Example of Meeting Minutes

### Meeting Notes of the 68th Patient Forum Meeting Thursday 26th February 2015 at College Road Surgery

**Chairman:** Gwynne Pickering.  
**Present:** Amanda Sayer and Dr Durston on behalf of the Practice.  
MF, J P, PB, CV, PM, RM, AA, SB and MH.- Guests Seaside P &HT  
**Apologies:** LW, SN and TS.

#### **1. Welcome, Introductions and Apologies for Absence - GwP**

The Chairman welcomed all present including Dr Durston from the Practice.

Also guests P and HT from Seaside Practice joined us for the presentation by the CCG Medicines Management team.

Apologies are noted above.

#### **2. Presentation on Medicines Waste**

Representatives of the Eastbourne, Hailsham and Seaford CCG Medicines Management Team spoke to the Forum on the massive waste of medicines by patients.

The numbers: our CCG spends £32m on medicines each year and £0.5m of medicines is returned to local pharmacies each year for destruction.

50% of patients do not take their medicines as intended.

*Action: Presenters to provide an article for the Newsletter.*

#### **3. Minutes of Last Meeting 28th January, Update on Actions and Any Matters Arising**

All agreed that there were no matters arising from the minutes. GwP asked the individuals present with actions outstanding for an update on these and they are noted in the summary.

#### **4. Practice Update – Amanda Sayer**

##### **Staff Update**

Lillian Navarro-Reynolds the Physician's Associate is leaving as she is moving nearer London to concentrate on academic teaching on the PA role.

Evie an HCA who works at both surgeries, is also leaving.

Chelsea a new HCA, is joining the Practice.

##### **BBC Radio Sussex**

The live session at IG discussed at the January Forum has been rescheduled for 3<sup>rd</sup> March. Dr Baldwin and a representative from the local medical council are additional attendees to those noted in the January minutes.



### **Flu Post Mortem Meeting 26<sup>th</sup> February**

GWP , Carol Voake and AMS updated on this and lessons for the 2015 sessions.

### **2015-16 Practice Objectives meeting 27<sup>th</sup> February at 1-2pm.**

AMS outlined the objectives to be discussed at the meeting.

Members` discussed additional objectives including setting up a sub-group of Forum members to organise monthly information displays at the surgeries aligned with NHS focus areas and highlight local charities and support groups.

### **Why the Practice is not taking on the Extended Boundary Service**

AMS updated the Forum on the Practice management's main reasons for their decision on this new service from NHS England where GP's if they wanted to could take patients on their register from outside the Practice catchment area.

This is primarily that the Practice already has a large patient list without taking on more patients from outside the area and also has no faith in the service regarding home visits.

### **Federating in the local area – what is this and why are we doing it?**

Federating is where local GP Practices work closer together to undertake as a group bids for certain service contracts such as health and safety, administration or human resources.

Local Practices are closing on 17 March for a meeting to learn how a federated group operates.

An advanced community nurse practitioner would work in the surgery.

### **Funding for the Forum**

AMS advised that £500 had been added by the Practice to the Forum bank account to aid it's work . Thank you from the Forum, Amanda for arranging this.

### **MJOG Assured Messaging Service (Memory Jog)**

AMS advised that John at the Practice is being trained on this system prior to it going live. MJOG will send an automated text reminder to patients of their appointments.

Texts can also be sent back by the patients.

Initially the focus will be on appointments for certain clinics and age groups.

It is hoped it will assist patients and reduce the DNA numbers.

### **Appointment Organisation Review at College Road**

AMS advised that following last year's review of the system at Ian Gow with the successful implementation of the Duty Doctor system matching the supply and demand of appointments, there would be a review of the system at College Road with it's different patient profile and generally longer appointments.

#### *Actions:*

- AMS to send out the objectives agreed at the meeting on 27<sup>th</sup> February.

- AMS/GWP to write an article on the visit by Radio Sussex for the Newsletter.

- PB/CV/AA and S B to liaise To liaise and form a sub-group to organise monthly information displays at the surgeries aligned with NHS focus areas and highlighting relevant local charities and support groups. SB to compile a suggested calendar for 2015 of areas to support - for discussion at the next Forum meeting.

## 5. Forum Members update:

### CV - DNA's

CV advised that the January DNA's were lower than December – better news.

She has updated the missed appointments poster and also asked staff around College Road practice for their views on the volumes – generally shocking.

The Forum discussed DNA's and asked what Nurses/HCA's do with the time freed up by DNA's. Sometimes the appointment then goes to another patient or they catch up on other elements of their workload.

It is anticipated that the MJOG system will help

AMS said that from a future date Nurses will work on a Saturday, initially for COPD and Asthma clinics. PB suggested that MJOG reminders were sent to these appointments.

Dr Durston and AMS advised that the GP's have many other work tasks to fill their DNA slots.

#### *Actions:*

- PB to obtain cost of more common operations to liaise with CV and incorporate in DNA poster.
- AMS/Dr Durston to provide estimated cost of medication prescribed by the Practice.

6. Subcommittee Review – MF updated on the sub-committee meeting held on 12<sup>th</sup> February for which minutes had been sent around.

7. CCG Forum Update – Held over until the next meeting.

## 8. AOB

Next meeting: 7pm Thursday 26th March 2015 at Ian Gow Surgery.

Feb	Action	Action By
1.	To send out the objectives agreed at the meeting on 27 <sup>th</sup> February.	Amanda Sayer With GWP
2.	To write an article on the visit by Radio Sussex for the Newsletter.	With Dr Durstun
3.	To provide estimated cost of medication prescribed by the Practice.	
4.	To obtain the cost of more common operations & liaise with CV and incorporate in DNA poster.	Penny Briggs
5.	To liaise and form a sub-group to organise monthly information displays at the surgeries aligned with NHS focus areas and highlighting relevant local charities and support groups. SB to compile a suggested calendar for 2015 of areas to support - for discussion at the next Forum meeting.	PB, AA, CV, SB
6.	To provide an article for the Newsletter.	CCG Medicine Management

The meeting ended at 8.50pm.

### ACTIONS UPDATE

[Actions from February 26th Meeting](#)