

# PARKLANDS PATIENT FORUM MINUTES

WEDNESDAY 4<sup>th</sup> SEPTEMBER 2019

7.00 pm

## PRESENT

Alison Collier, Linda Pibworth, Peter Murdin, Elaine Yates, Peter Wright, Susan Bennett, Alicia Wright, Karen Martin, Dr Thomas, Mandy Hack.

## APOLIGIES

Michael Pipe, Raymond Wood, Susan Twitchings.

### 1. WELCOME & APOLOGIES FOR ABSENCE

### 2. MINUTES OF PREVIOUS MEETING (29<sup>th</sup> May 2019) Agreed.

### 3. MATTERS ARISING FROM PREVIOUS MINUTES None.

### 4. MANPOWER

The Practice is excited to announce two further female GPs are due to join the clinical team in October:

Dr Fatima Shamim and Dr Swati Negi. Both are currently working in East Northants. Dr Shamim specialises in diabetes and Dr Negi has recently qualified as a GP trainer, so the Practice is looking into becoming a training practice, hosting GP Registrars.

### 5. BUILDING

The Practice has applied for and been granted some funding from NHS England for expansion. The patient list now stands at 12,800 patients and is likely to grow further with plans for a new estate in Rushden. Mandy explained the Practice has been lucky in securing further GPs but space is very restricted with clinical staff having to share rooms/room hop. The Partners are currently working with an Architect and NHS England to develop plans to create further space. This may be internal work, creating further consulting rooms, or external with a further wing being built.

### 6. TERMS OF REFERENCE

Mandy suggested the forum update their Terms of Reference and had provided several options with the last minutes. These work in conjunction with the National Association for Patient Participation (NAPP). However, some members of the group were concerned at the level of commitment and work indicated and asked Mandy to condense and make more succinct, then review at the next meeting.

## 7. PATIENT SURVEY

The forum discussed undertaking a survey and felt this was a good idea for gaining patient feedback, since no surveys have been carried out for several years. Having updated the telephone system the forum could gain patient feedback on how patients are finding this or concentrate on promoting the services the Practice provides and making patients aware of these. The group discussed and asked Mandy to put together a list of questions.

## 8. CARERS / 60+ MORNING 28<sup>th</sup> SEPTEMBER

Linda, Parklands' Carer Co-ordinator, has arranged an open morning, 10am to 12pm, whilst the 'flu clinic is running. Northamptonshire Carers will be attending, along with a PCSO, Fire Brigade, Home Instead and British Legion to give advice and talk to patients about community services. Linda will be running a tombola with items donated by Practice staff and Dr Barber plans to bake biscuits. Elaine advised she had been discussing this with Linda and will be attending, with her husband Michael on behalf of the Forum and Northamptonshire Carers. Alison and Karen also agreed to attend and help where needed.

## 9. FACEBOOK PAGE – FORUM INPUT

Mandy suggested doing a feature on the Practice Facebook page to promote the forum and gain new members, even if these were virtual members. Mandy asked the group to bring ideas for the feature to the next meeting.

## 10. HARBOROUGH FIELD HUB / EXTENDED ACCESS

The Practice will be starting extended hours again from October of this year on alternate Tuesday and Thursday evenings from 6.30pm to 8pm, in conjunction with the Harborough Field Extended Access Hub. This service is for patients who find it difficult to access appointments during the day (due to working out of town etc) and is for pre-bookable appointments. This will not only be for GP appointments, the Nurse Practitioners will see patients with minor illness and treatment room Nurses will run travel clinics, cervical smear, asthma and copd reviews. Harborough Field Hub also offers Saturday and Sunday appointments, where patients can book to see a GP, including Dr Shad and Parklands' previous GP Partner Dr Hogg.

## 11. DNA, COMMENTS, SUGGESTIONS

This quarter 57 patients had booked and failed to attend appointments. The group asked if something could be placed on the wall or TV screen to show how many patients had failed to attend each month, to make patients aware. Mandy would look into this, or add this to the information screen if possible.

Positive feedback had been received for Dr Aleem, Dr Shad, Dr Barber and Jo, the Practice Secretary.

## 12. ANY OTHER BUSINESS

None.

## DATE OF NEXT MEETING

Wednesday 4<sup>th</sup> December at 7.00pm