**Patient Group Meeting of the White Rose Medical Practice**

**Date: Thursday 16th February 2023**

**11:30-12:30pm**

**MINUTES**

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|  | **SECTION 1** |
| **1.** | Meeting chaired by Tom Sheard. Introductions made by all in attendance. |
|  | **SECTION 2** |
| **2.1** | **APOLOGIES:**Tony EnnisElaine EnnisDavid CorrallMargaret Sheard |
| **2.2** | **IN ATTENDANCE:**Tom Sheard (TS)Asif Akram (AA)Ruth Booker (RB)Stephanie Cooper (SC) |
|  | **SECTION 3** |
| **3.** | **MINUTES OF PREVIOUS MEETING**Minutes from the previous meeting discussed |
|  | **SECTION 4** |
| **4.1** | **ITEMS FROM THE PRACTICE – Presented by Practice manager****Staffing:*** A new Registrar will be starting with the practice
* The practice is now a training practice. They are taking on another trainee GP who will work in the practice on a Monday and Friday. AA explained the process for trainees at the practice.
* Dr Tor is reducing her hours and Dr Duncan will be starting with the practice.
* A new VTS (vocational training scheme) Nurse is starting
* TNA (Trainee Nursing Associate) qualifies soon. A discussion took place regarding the role and what they can do at the practice. This included a discussion around baby immunisation and the process for administering vaccinations.
* Administration team are well staffed and very efficient. There has been an improvement regarding DNA rates due to this. Also, a staff member who left has asked to and will be returning to the practice.
* Physicians assistant is leaving due to personal circumstance.

The chair thanked the practice manager for the comprehensive report. |
| **4.2** | **Desk space:**The practice has reviewed available desk space to ensure that all admin staff have a desk to work from when all staff are in. This has seen an additional desk been added upstairs to provide this.  |
| **4.3** | **Practice population and demographics:**9,564 Registered patientsMembers discussed the demographics of the patients – AA to provide an update for this at the next meeting.A question was asked regarding GP’s working in the practice. AA provide a breakdown which equates to:Two female GP’s covering 4 days – 1.0WTESix male GPS’s covering 5 days – 3.0WTESC asked regarding home visits – AA responded and explained that the Registrars cover home visits – 7 slots per day, also home visits are passed to IHeart Barnsley. For any palliative patients, the practice must conduct the home visit. A discussion took place regarding covering shifts short notice – AA explained the process for obtaining locum cover for shifts by using agency staff.  |
|  | **SECTION 5** |
| **5.1** | **Process for patient identity and allergy status**AA explained it is the clinicians responsibility to check this information. Following previous incidents SEA’s (serious event analysis) has been conducted to ensure learning from incidents is shared within the practice. This is emailed to staff and discussed at the practice meeting. AA talked through the process of alerts that are on the electronic system  |
| **5.2** | **Appointment booking via the APP**Due to appointments still needing to be triaged and the risk of COVID infection the practice is not looking to revert to online appointments via the app. The practice considers that the current process is working well. Discussion took place around providing options for ‘all’ and that the practice feel telephone appointments are meeting the needs of patients.Further discussion took place regarding online ordering of repeat prescriptions, which led to RB discussing issuing two monthly prescriptions for regular medications. This would potentially see an impact for the practice by reducing GP capacity and admin time. AA agreed to take this as an action to discuss further within the practice. Members agreed that the meeting was useful and informative.  |
|  | **Date and time of next meetings agreed:****Thursday 18th May - 11:30am****Thursday 7th September - 11:30am** |