**

The Medical Centre 2 Frances Street

DONCASTER DN1 1JS

Telephone 01302 349431

Information Sheet

**Appointment Availability – No changes**

* We give over 850 appointments per week (Our contract only asks us to provide 500 per week)
* We have access to the Health Bus with a GP on board
* You can go to a Pharmacy/we can book you in to see a pharmacist in your local chemist
* We have an in-house physio based at the Practice Tuesdays with 20 appointments a week
* We have access to book you into appointments at Cavendish Court and Albion Place
* We have access to book additional evening and Saturday appointments at Lakeside, Scott Practice and Oakwood Surgery

We discussed an increase we are getting to Physio telephone appointments so that any musculoskeletal appointments will be booked sooner, and a Physiotherapist may call you to discuss symptoms and pass on relevant actions to help.

We are also hopeful to get appointments for dieticians available to remote book into for a dietician to call patients who are booked.

**Changes in the NHS and Our Practice**

* New nurse – Romy – Joining the team October on a VTS program this means she is doing a further course to train specifically on primary care nursing, this helps to develop her skills and knowledge as a practice nurse. She will be seeing patients face to face and every time the course covers a new module the patients and problems she sees will increase.
* New Apprentice – Kelsie – Joining the team in October within the Medical Support team, you may come in contact via telephones or reception desk. Kelsie will be in practice 4 days a week developing skills alongside the team and then in college the other 1 day to complete a customer service course.
* Clinical Coding – Our clinical coder recently left to pursue a career in Education and Child Special Educational Needs. This left us with funding from her role and support from the PCN to work with a company who code for GP practices meaning that all post and results are assessed and filed by this team.

**Complaints and Compliments**

* Family and Friends results

We had no complaints this last two months and many positive comments left on the friends and family surveys. We do respond to all of those who leave email addresses.

**Health Watch**

* Rachel will be joining us to discuss the new Doncaster Wide PPG and invite any members to join

Rachel from Health Watch met with the group to discuss the new Primary Care Voice Partnership group and meetings that they have recently set up to replace the Doncaster Wide PPG meetings.

The meetings cover all of the primary care services including GP’s/Dentists/Pharmacies and Opticians, giving patients to all services the voice to discuss positive or negative feedback and this can be taken to Health Watch to help to improve all of our local services.

**Best Practice**

* A discussion around what we do best

We discussed the proactive care patient list and how Nurse Shelley has a list of patients that she reviews at least annually sometimes more regularly to check in how they are and to ensure they have no concerns around the health or care received. This list of patients is those with specific illnesses including cancers, patients over a certain age and those who are housebound to ensure they receive appropriate health and care needs when they cannot get out to appointments.

We discussed booking of Flu Vacs, how not all patients could book through the links that we sent. However, we did state that in the first 10 minutes over 60 patients booked through the link and this continued to increase over time. Those who couldn’t use the link could ring the practice which they did and those using the link freed up the phonelines for these patients to get through.

We received some feedback into patients who had their liquid nitrogen appointments cancelled due to a problem with the canister. We explained how this is a rare occasion and apologised for the inconvenience which is unfortunately out of our hands and sadly nothing we could do to change this.

**Any other business**

* What do you want to talk about?

We asked about potentially moving the lunch time meetings to the library in town so that we had a more appropriate layout and not taking over the waiting room when patients are attending for their appointments. The group agreed they’d be happy to have the lunch time meetings there.

**Date of next meeting: 4th December 6pm**