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Patient Reference Group
Tuesday 13th October 2015

5 Patient group members present, Staff present Jacqui Coleman, Sylvia Rowlands, Lisa Whitehouse and Sam Chappelow.
Apologies: Dr Clyde.

Everyone was greeted and thanked by Jacqui for attending our PRG meeting.

First on the agenda was flu, the surgery flu clinics started on the 5/10/15, 12/10/15 and further clinics due 27/10/15 and 9/11/15. The surgery has tried many different formats with these clinics such as late evening and weekends and is always looking at ways to improve these clinics for the benefit of the patients. NHS England no longer inform over 65 patients that it's time to book for flu, our flu clinics always begin the first week of October. We place banners in the surgery window to advertise this campaign in September and we also send SMS messages to any patient eligible via their mobile phone. We place messages on anyone who receives repeat medication to book in for their flu vaccination.

This clinic appears to have been quite successful with positive feedback from patients. Two rooms were allocated for flu, room one for any patient that required Height, weight and bp measurements taking before going upstairs for their flu vaccination. All patients were given a contact sheet to complete so that the surgery had up to date details. This format will be used for all other flu clinics this year. One concern raised by a member was, if you were unable to get upstairs for the flu, we will make this clearer for future clinics that any patient who feels unable to go upstairs can request that the nurse see them downstairs in room one. A member suggested that we place an advert in the East Leeds Magazine to inform our patient when we are running our flu clinics to hopefully prompt patients to book, this will be looked into for next year campaign.

A pilot scheme is running this year allowing chemist to offer 65+ patients the flu vaccination free of charge. This offers an alternative method to receiving your flu vaccination here in the surgery.

Shingles vaccine was also discussed. The specific ages groups are now 70,71,72,78 and 79. It was suggested to review all patients eligible for shingles and/or pneumonia to be informed at the time of flu clinic and offered, unfortunately patients are unable to receive all 3 vaccination on the same day, so further appointments would be required if all vaccinations needed.

Also the surgery will look into holding a shingles clinic in the future.

2. Winter Pressures, this scheme was run for the first time last year and is going to be rolled out again this winter, it is available from December 2015 – March 2016. The Family Doctors will be teaming up with Manston Surgery again this year, and appointment will be available on Saturdays at the Manston Surgery site. These

sessions are to try and relieve some of the pressure from the emergency services through the busy winter period. More details will follow regarding this service.

3. Mjog. The surgery has a new system in place that allows us to remind patients of their appointment using SMS messaging via their mobile phone; we can also inform patients of future campaigns such as flu clinic. We have had very good feedback from patient regarding this system so far. We are trying to obtain as many mobile phone numbers as possible and have a contact detail sheet in the waiting room. Patients do also have the choice to opt out of this service if they wish.

4. Surgery plans. We are undergoing some work at the moment to update the surgery, reception is having new flooring placed, fire doors to be placed and consulting rooms having vinyl flooring laid. The surgery is also waiting for confirmation of funding to divide the Nurses room into two rooms this should be confirmed soon. The surgery would like to thank patients for their patience whilst these changes take place.

AOB. A member asked if we could look into change the colour of the notice screen in reception from Red as it is hard to read, Red was used to try and catch as much attention as possible to promote the flu clinics. This is a short term message but other colours will be trialled.

Clarification of available Doctors and days they work was requested, Dr Clyde our permanent GP works Monday and Wednesday all day and Thursday morning, Dr Rose(regular Locum) works all day Tuesday and Dr Kapoor(regular locum) works Friday all day.

X-ray's results and can you walk in and just have an x-ray? When patients go for an x-ray they are normally informed to contact their GP within 7-10 days for their results, unfortunately this can sometimes take longer depending on volume and staffing issues at the hospitals. Reassurance was given, all x-rays are reported on by a team and more urgent x-rays results will be prioritised by the reporting doctors. There was an issue this summer with results taking longer than normal but this appears to have been resolved. The only time you can go to Seacroft Hospital without a referral is if you have had a cough for 3 weeks or more and age 50 or over, all other x-rays require a referral. If you have an accident and you think you require an x-ray you can go to St Georges walk in Centre or attend an A&E Department.

A member asked what the surgery is doing regarding the new guidelines for Learning disabilities, and how we intend to implement them into our surgery. The surgery is aware of the changes taking place regarding learning disabilities such as faster diagnosis, and after support, but until the surgery is given clear guidelines either from NHS England or CCG we have to wait. Once we have confirmed guidelines this will be cascaded into future PRG meeting.

The group size was noted, the surgery is always looking for patients to join our PRG meeting and we try and place notices of our next meeting in the waiting room and website as soon as possible.