



**CLIFF HOUSE
MEDICAL PRACTICE**

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Minutes of the PPG Meeting Held 17 September 2018 at 17:30

Present – TM, JM, EA, MS, CK, WH, PR, MB, RP

Apologies - MW, AS, NN, JB

Matters discussed	Actions
<p>Minutes from the last meeting were agreed. Completed actions – MS put a note on reception to advise patients that some staff were new and to be understanding during this process.</p> <p>Comments box to be put back on the wall</p> <p><u>Flu vaccinations</u></p> <p>MS explained that there are two different types of vaccines this year, one for aged 65+ which will take slightly longer to administer than previous vaccines. The length of appointment had been increased to accommodate this. Patients to be encouraged to attend Practice for their vaccination as all medical information held on their records and accessible. Other organisations are offering flu vaccine, TM felt that it would not be ideal for vulnerable patients to choose an alternative location for their vaccine.</p> <p><u>Staffing</u></p> <p>Tracey, Healthcare Assistant, has left the Practice. Eileen is making plans for retirement. A new Nurse Caroline is doing Practice Nurse training through De Montfort Uni Leicester and Eileen is to be her mentor during this process.</p> <p>Dr Jurkovic can do cryotherapy</p>	

Students

The Practice has 5th year medical students who are holding their own clinics whilst supervised by GP, this is working very well. Patients are happy with this.

The Practice will also be taking pre-reg Pharmacists next year.

Privacy Notice

Privacy Notices were given to all members for them to retain, outlining the information held about them by the Practice.

Scan & Collate

The Practice has taken up a free trial of Scan & Collate. This is a secure system for copying medical records and forwarding them to third party e.g. solicitors (with patient consent) by encrypted CD. This will reduce the workload within the Practice but will come at a cost. Recent changes in legislation mean that the Practice cannot charge for request for copy medical records as classed as Subject Access Request.

CCG Feedback

EA and MS had a meeting with CCG to gain feedback with regards to the Practice. Outcomes were:

Prescribing targets were very good
A&E attendances high which may be due to closure of Walk In Centre
Referrals (Two Week Wait) was good

Check In Screen

Check In Screen has been installed and works well. This alleviates some of the pressure faced by reception staff.

Phone System

Plans are in place to install a new phone system.

Extended Access

The Practice has commenced Extended Access with the Federation which now offers appointments to patients at weekends and evenings. Each Practice within the Federation is on a rota system to cover all of these clinics – clinics are evenings 6.30pm-8.00pm and weekends 8.30am-10.00am. The Practice will cover 3 weekends over a 6 month period. All patients have to consent to sharing information when booking the appointment.

Federation

TM asked if the Federation offer specialty clinics e.g. dermatology. EA confirmed that Practices within the Federation are now offering ear syringing, ECGs and 24hr Blood Pressure monitoring. Other specialties may evolve.

Waiting Room

PR mentioned the waiting area with the display of posters etc and could this be put onto a TV screen with USB. This will be looked into.

MS

Any other business

RP asked what current list size is, EA advised it is 6300.

EA is obtaining CCTV quotes for the Practice

EA

TM to write to Highways to discuss parking on Burton Road

TM

Next meeting – 21/1/19 at 5.30pm