

Patients' Medical Equipment Fund,

Registered Charity No. 517720

The New Springwells Practice

Minutes of a Meeting of the Trustees AGM of the Springwells Surgery Medical Equipment Fund, held at The Surgery, Springwells, Billingborough, Sleaford, Lincolnshire, 6p.m. on 21st September, 2017.

Present: Trustees: G.E, V.C, E.W, C.E,

G. P's: Dr J. Parry, Dr H. Keck, **Surgery Manager:** C: Schofield, **Reception Rep:** J. Farrell

Apologies: C.L, C.B, P&W.M, G.W, J.H,

- 1) **Apologies for absence:** There were 6 apologies.
- 2) **Election of Chairman:** G. Eames to continue as chairman for a further year.
- 3) **Minutes of meeting 22nd September 2016:** Minutes of the meeting of the Trustees held on 22nd September 2016, having previously been circulated, were approved by the Trustees & signed by the chairman as a true record.
- 4) **Matters arising:** There were no matters arising.
- 5) **Accounts for Year Ended 31st July 2017:** Accounts for Year Ended 31st July 2017 having been previously circulated were approved, proposed by C. Espinosa and so seconded by J. Taylor.
- 6) **Doctors Report - Dr H. Keck**

MEF AGM
Patient Meeting
22nd September 2017

The Partners would like to take the opportunity to thank the Trustees of the Medical Equipment Fund and all the helpers for their commitment for raising funds and accepting patient donations.

The Annual Christmas Coffee Morning and Care Fair in the village hall was a very successful event, with many health and social care organisations attending with a wealth of information available for patients. University corner provided some interesting presentations including Avoiding Obesity and Diabetes, Diabetes Management, Link well Good Neighbour Scheme, Good Nutrition, Infection Prevention and the Secret Health Benefits of chocolate. The event is due to be repeated this year on Friday 1st December 2017 at Billingborough Village hall.

The Practice has maintained the patient list size at 6350 Patients.

The Practice conducted a Patient Practice Survey in June 2017. The Practice welcomes honest and constructive feed-back from patients with the aim to improve its service if it is reasonably practical do so.

The Practice would like to Thank all the patients who participated in the survey for their many kind and lovely comments of gratitude and appreciation.

The results compared very well to the National average, based on Practices of similar size.

95% of all patient ratings about the Practice were good, very good or excellent.

All ratings achieved over 70%.

Examples of lower ratings and some general trends in comments.

Reception Congestion and noise levels:

- Carpets and table removed from the Foyer to create more space and light.
- Chattering by Reception staff has been discussed at various meeting; inevitably there are some conversations and telephone calls that are appropriate. The reception area is restricted by the layout of the building.
- The waiting room is large and airy. Windows are opened in warmer weather. The radio usually plays Radio 2 or Absolute 80s as background music. The waiting room chairs will be replaced with washable chairs when the present chairs become broken or damaged.

Waiting Times to see a Doctor or Nurse:

- Every effort is made to keep waiting times to a minimum. Ten minute appointments are the reality for a GP which is not long enough to discuss complex or multiple problems. The Practice is situated in a very rural area and Accidents and Emergencies will present to the Practice which inevitably can cause delays to pre-booked appointments. The Reception Team try and inform patients if the waiting period is going to be extended and the reason why. The Practice does accept that we need to run punctually and on time, but inevitably there are valid reasons why this does not happen 100% of the time.
- Some comments have indicated that they would like the Practice to do away with appointments and then people would be dealt with according to the order in which they arrive at reception. At the present time the Practice has very good access with 5 GPs/Registrars and 2 Nurse Practitioners. Other patients have commented that they like the appointment system.

See Practitioner within 48 hours.

- The Practice has an appointments system which operates with a 2/3 pre-bookable appointment and 1/3 bookable on the day. The Nurse Practitioners have bookable appointments on the day for urgent acute illness. The Practice works on the premise that if a patient is acutely ill they will be able to see a clinician who has the competencies to take a history, perform an examination, make a diagnosis and prescribe medication if required, or refer the patient to the most appropriate Health Care Professional.

- The provision for 7 day access to see a Doctor or Nurse is on the political agenda for 2018/19. This will require some re-organisation on how Practices would be able to manage and fund this. At the present time Sleaford have a minor injuries and illness centre which is open out of normal practice opening hours.

Prescriptions:

- The Practice is unable to fax prescriptions to pharmacies in respect to Data protection regulations and the security risk involved.

Friends and Family Comments

- In July/August 2017 all Friends and Family completed questionnaires by patients commented that they would be extremely likely or likely to recommend the Practice with some again very positive and engaging comments.

New Development Projects in the Practice.

The Practice has recently integrated an assured messaging service called Mjog. This is a fully automated text and email system designed to reduce DNA rates and improve the uptake of health campaigns such as influenza vaccinations. The patient messaging service allows two-way interactive communications between the Practice and patients. With 93% of adults using a mobile phone, the ability to access healthcare information on the go 24/7, is vital due to an ever increasing lifestyles.

What are the Practice benefits for a text-in number?

- Reduces time spent on incoming phone calls-freeing up the Reception time and saving staff time and resources.
- Provides a modern form of communication-for patients who are "Text Orientated"

What are the patient benefits of Text-In?

- Provides a much more convenient way for patients to contact the surgery when on the go.
- A simple, low cost method for patients to contact the Practice. If a patient has text messages included in a mobile contract it will be free to reply. If they are Pay As You Go they will just pay the standard network text message rate.
- Preferred method of communication for younger patients: generating greater responses to healthcare messages.
- Quick and to the point, without interfering in busy schedules.

- ~~Appointment Cancellations: gives patients a simple choice to cancel their unwanted appointments, freeing up clinic slots for those patients in urgent need.~~
- Patient feed-back: can gather feedback and experience. Family and Friends.
- Gathering mobile numbers: increase the numbers of registered patients and make sure we have up to date contact numbers for patients by using Text-in.

New Practice Web-site in development coming in October 2017

The Practice has encountered technical difficulties with the present web-site and has made the decision to update and develop a new web-site.

This will include a wealth of health care information as well an update on current staff and new photographs!

- 7) **Review Existing Trust Assets:** There was no change from the previous year therefore no discussion was held.
- 8) **Chairman's Report:** Last years' Care Fair was very successful – For money raised see Accounts – Looking forward we are hoping to sign more able and skilled people on the Supporters Committee – we are also looking to future Trustees. St. Georges' Quiz last year was very successful, we are hoping to next year we can have this on screen. There were issues regarding the village hall as a venue but these have since been resolved by the Chairman. There will be a talk on obesity, Slimming World are interested in attending – this is to help people to how to achieve and maintain weight loss. I.T. – looking to support more senior people how to use the equipment – we hope to have Tesco Bourne to support this and also a member of our Supporters Committee. Elizabeth Walters resigned from the Board of Trustees after 22yrs – she has been a valued member and will be missed very much by all – everyone thanked her and she was presented with a card, box of chocolates and a bottle of wine.
- 9) **A.O.B:** There was no other business.
- 10) **Date of next A.G.M:** **The date of the next A.G.M. was agreed for Thursday 20th September 2018 6pm New Springwells Surgery.**
- 11) **Coffee Morning 2018:** **The date of the next Coffee Morning/Care Fair is 7th December 2018.**

Meeting Closed 7pm