

Elmswood surgery patient participation group meeting
10 February 2017, 2pm, Sherwood Health Centre

Present:

Jackie Leithead, Shelagh Clarke, Magrit Mitchell, Derek Huett, Pat Constable, Ingrid Reid, Gillian Dobson, Sue Wilson, Charlie Wilson, Dr Irfan Malik, Mr & Mrs Skadorwa, Mary Simpson (PM)

Apologies from Glennis Middleton, Brenda Thrower, Amanda Roberts and John Hackett

Unfortunately the speaker who had been booked did not appear.

1. Doctor changes

Dr Malik explained about changes in the partnership. Dr Bloor is retiring from the practice at the end of March, but we have a replacement GP lined up ready to start. This is Dr Laura Foxwell, who is an experienced GP currently at a practice in Arnold. Dr Foxwell will be working on Tuesdays, Wednesdays, and Fridays.

2. Appointments and phone calls

Mary opened a discussion about our appointments and how they are being managed. We are increasingly pressured in terms of requests for urgent appointments and telephone calls with the GPs, so we have devised a list of things which receptionists will need to say to patients before offering either of these. They will be pointing out that such appointments are not for sick notes, medication, etc etc. Urgent appointments need to be for the urgent problem only, and only for one person.

We hope that this will help to deal with calls more appropriately, as we have unsuitable use of urgent and phone calls which simply take up more time. The PPG felt that we should (as we have decided) put more on the front end phone message saying that the receptionist may have to ask for some information so that calls can be directed to the correct person.

3. Doctor recruitment

Dr Malik explained that there is a universal (countrywide) problem around recruiting GPs, especially to partnerships.

4. Failing to attend booked appointments

Mary explained that we lose quite a lot of clinician's time through patients failing to attend booked appointments. The group were surprised that this amounts to almost a whole day of clinicians' time, every month (GPs, nurses and HCAs).

All agreed that despite the lack of speaker the discussions had been helpful and informative.

Next meetings:

- Wednesday 8th March 2017 6.30pm
- Friday **21st** April 2017 (change of date) 2pm hopefully Changemakers will perform a play they use to raise awareness about cancer

- Wednesday 10th May 6.30pm Laura Buckley (Research co-ordinator)
- Friday 9th June 2017 2pm
- Wednesday 12th July 2017 6.30pm
- Friday 8th September 2017 2pm
- Wednesday 11th October 2017 6.30pm
- Friday 10th November 2017 2pm
- Friday 15th December 2017 2pm

In the news

Meet Maggie's

14 March, Maggie's Centre, Nottingham City Hospital. 4pm – 6pm

Maggie's Nottingham is based in the grounds of the City Hospital and has been open since November 2011. It is one of 20 Maggie's centres operating in the UK.

Centre Head Kate Martin warmly invites members to the Centre to learn more about how Maggie's unique approach to cancer care has helped support hundreds of thousands of people affected by cancer in the UK.

This event will consist of a tour of this unique building and a presentation, talk and Q&A on the history of Maggie's Centres by Kate. This will be followed by an opportunity to experience first-hand the benefits of relaxation by our Cancer Support Specialist Sonja Zadora-Chrzastowska. Fundraising Manager Liz Credgington will also be on hand to answer questions.

If you have not already confirmed your place at an event you would like to attend please contact Foundation.Trust@nuh.nhs.uk or call Tel: 0115 924 9924 ext 63953.

Volunteers needed for the Nottingham University Hospital Readers Panel

Do you have an eye for detail and a good understanding of how to communicate to patients and carers in writing?

The NUH Readers Panel are a group of members of the public who have volunteered to receive draft copies of the information leaflets NUH publishes for patients and carers, to read them and help make sure they are clear and easy to understand for all readers.

The Readers Panel helps NUH to produce high quality leaflets, and is a vital part of our work in retaining the NHS England Information Standard for patient information.

Panel members typically receive around one or two leaflets per month (either by post or email) to read and submit their comments back to the patient information office – there are no other commitments.

The Readers Panel is always looking for new members of all ages and backgrounds. If you are interested in joining, or would like to find out more, please contact the patient information office by email patientinformation@nuh.nhs.uk or call on 0115 924 9924 ext. 67184.

Inaugural Nottingham Meeting of the Dignity in Dying campaign

will take place on Thursday March 2 at 6.30 pm at the Friends Meeting House, Clarendon St. Dignity in Dying, as you may already know is an established national charity which campaigns on a single issue - to pass legislation that would permit individuals to choose Assisted Dying in the UK, in specific circumstances with all the appropriate checks and balances (as is now the case in an increasing number of countries including the Netherlands and several US states). You may have read about the defeat of a private members' bill earlier this year where, despite cross party support, the majority of MPs

were swayed against by the lobbying of an alliance of the churches and the British Medical Association - one denying the right to choose, the other unwilling to trust patient choice. You may also have heard about this issue from newspaper and TV reports of British patients in extremis having to travel to the Dignitas Clinic in Switzerland.

If you want to be clearer about what the campaign is about, and just as importantly what it is NOT about, as well as to see the increasing range of support from public figures, then visit the Dignity in Dying website <https://www.dignityindying.org.uk/>.

In early February a leading GP said the average **consultation times** in the UK were too short for some patients. So how do they compare with those elsewhere in the world?

<https://www.theguardian.com/society/datablog/2017/feb/10/how-long-do-you-get-with-your-gp-doctors-consultation-times-in-data>