

Minutes Directors Meeting Amber Valley Health 8/10/18

Attendees: Nic, Anne, Justine, Kaysia, Marion, Cheryl

1. Review action points from last meeting:
 - a. Discussed SMC audit of appointment data/outcomes. Agree useful and informative, good to see there are no recurring and concerning problems.
 - b. Discussed new nurse clinic types, given the changes to the system and slow uptake on booking evening/weekend smear appointments, agree wait for now. General consensus that asthma clinic would be a good next step.
 - c. Nic is still waiting to complete contract forms when Carol Foster returns. **Nic to email Carol**
 - d. Marion and Nic meeting Tuesday to go through bankline. Marion has had a meeting with Chris from Natwest, we have been offered a free accountancy package that Marion will look into.
 - e. 50ps have all been received. Firm confirmation that CCG money will be sent "soon" (date now confirmed as 15th October). Marion will write a formal letter of complaint once money received as no upfront money given. **Marion to write letter for review once money received.**
 - f. Marion has IR/pension information - see further minutes.
2. GP Clinics:
 - a. DNAs. Discussed DNA audit. 47 DNAs, reception able to contact 25. Main theme was patients forgetting or unable to cancel. Discussed SMS reminders again, think this is a good idea. Possibly through SMS system rather than mobile phone - this would allow "yes/no" reply to the text. NH raised GDPR consideration, do we have permission to text for this purpose. Agree await Ripley response to the texts they are sending before further action. **Cheryl to continue DNA audit**
 - b. Discussed practice feedback following AT emails with usage and DNA rates. Emails from others to say all going ok. Some practices outliers in terms of appointments used. Discussed reasons for this. Feedback from outlier to say slowly integrating to their system and they have no concerns. No feedback from other outlier. Discussed certain practices needing to educate clinical team so taking longer (e.g. due to dr triage system). **Marion to email David Hill about SystemOne module on EMIS clinician computers. Anne to email outlier to see if can arrange a meeting to discuss ways we can help**
3. Nurse/HCA clinics:

- a. Filling appointments. Agree slow uptake on smears and disappointing. Positive looking forward and starting to fill. Will leave for now.
 - b. New clinic types. HCA health checks coming in November rota. Agree no other changes for now. Some discussion around ensuring bloods done prior to appointment, but agree internal practice systems should be adequate for this.
4. Bank set up and money:
 - a. Marion has sent invoices to all practices to be checked and returned. Still some practices that have not done so. Discussion about pros/cons of chasing. Agree new system so **Marion to email practices that have not returned invoices.**
 - b. No money from CCG yet, see 1,e above. Marion has been liaising with Rob Hill and Jenny Wilson from CCG.
5. IR/Tax information/invoicing:
 - a. Quite clear statement from accountant that work is not pensionable. This is because it is not core work on an NHS contract. **Marion to go back to accountants to clarify about core work and email response to directors.**
6. Pensions: As above.
7. Friends and family:
 - a. Positive feedback so far. No concerns raised. Good response of 430/470 (ish) patients. Cheryl raised idea of patient survey in ?Jan to get some more detailed data. Agree good idea. **Cheryl to create patient survey Questionnaire.**
8. Cancelling clinics:
 - a. Agree <48hrs notice, 50% pay. To backdate as needed. **Cheryl to add to staff handbook, Anne to formulate email for staff.**
9. Bank Holidays:
 - a. Review of service spec. Seems if not offered and hours given elsewhere within 4w period, no absolute contractual issue. Agree NYE/Xmas eve as normal. No clinics on Xmas day, boxing day or NY day. Discussion around adding additional support/clinics

over xmas and winter, agree sensible, need to check we could use the building/rooms. **Cheryl will action on rota and discuss with Julie.**

10. Contract: See 1,c.

11. Transformation money/resilience money:

- a. Nic has emailed Joe Lunn. Still not heard if plan accepted or money approved. Will chase CCG team. **Nic to email**

12. AOB:

- a. Issues around staff leaving shift early and who is responsible to stay. Agree all staff should stay as paid hourly, including clinicians. **Anne to formulate email for staff.**
- b. Discussion about anticoagulation service and possible move for this to go to place level in the future. Would be open to the idea although would be a big undertaking.
- c. Discussed the email about special resolution for directors remuneration. Have had 2 replies, need 6 to enact. All directors will reply making 6 practices total. **Nic to resend original email from August.**
- d. PPG for AVH not really moved forward. Agree no rush and Marion to set meeting in new year to feedback about the service and benefits to local population. **Marion to set meeting up.**
- e. Discussed possible GP specialist clinics at the hub. Concerns raised by NH about ensuring not to create Enhanced Service unfunded. All agree on principle of sharing skills across group. Needs to be looked at. **Justine to create a plan to trial.**
- f. Significant event at the hub of a patient arriving and no appointment on the system. Due to a miscommunication in practice. Need a policy of what to do in the future in similar scenario. **Cheryl will make a policy for "walk-ins".**
- g. AVH nhs.net email address is now live. Cheryl and Jane have access.
- h. Awaiting a significant event form to come in about not checking patient identifiers on check in. **Cheryl will chase PM involved.**
- i. Handbook seems useful, not been emailed to clinicians yet. JR would like to update EMIS info with how to guide, good idea. NH will do same for systemOne. To go in "version 2". Need to send version 1 out to clinicians. **Nic to act on this.**

Action points from meeting:

Who	What	When
Nic	Email Carol Foster about contract	15/10/18
Marion	Letter of complaint to CCG	Once set up money received
Cheryl	Continue DNA audit	Rediscuss next meeting
Marion	Email David Hill re: EMIS practices	10/10/18
Anne	Liaise with outlier about hub	1/11/18
Marion	Email practices that have not returned invoices	10/10/18
Marion	Discuss with accountants to clarify pension position	10/10/18
Cheryl	Create patient survey questions	December
Cheryl	Add clinic cancellation info to handbook	1/11/18
Anne	Email to Staff about: clinic cancelling, staying to end of shift	20/10/18
Cheryl	Update rota for Bank Holidays	10/10/18
Cheryl	Email Julie about using rooms earlier in the day over winter	Aim reply by next meeting
Nic	Email Joe Lunn re: transformation money	20/10/18
Nic	Email directors about special resolution	15/10/18
Marion	Set up PPG meeting/presentation	For January/February
Justine	Look at logistics of GP special clinics	To discuss next meeting
Cheryl	Create policy for "walk-ins"	Prior to next meeting
Cheryl	Chase about sig. event	1/11/18
Justine/Nic	Clinical info for handbook	1/11/18
Nic	Review and send handbook via email	1/11/18