

Minutes of Patient Participation Group Meeting
Market Street Medical Practice
Thursday 12th October 2017 @ 6.30pm

Present; Sue Naylor (SN), Michelle Coward (MC), Barry Rigg (BR), Anne Mills (AM) , Catherine Mackay (CM), Karen Hadfield (KH) , Mel Smith (MS) and Bob Treen (BT)

Apologies; Dr Onslow, Sheila McLarnon, Nigel and Joan Bottrill

Agenda temporarily suspended to allow for update from Stephanie Jackson (SJ)

SJ informed group of feedback from the IWGF forms submitted for the quarter July-Sept incl. She informed group how to access the feedback online if members wanted to. No surprises in the feedback, main concerns being difficulty in getting appointments.

SJ informed group that partners were looking at revising the appointment system with effect from first week in December. There will be staff meetings on Monday to look at options. SJ is hoping that the need to tell patients they have to ring back the following morning at 8am can be resolved.

Minutes of last meeting – agreed as an accurate record

Matters Arising;

i) Membership of group

Non responders contacted again and membership updated. SN informed group there are 13 members, and 2 people who wish to be sent copies of minutes.

ii) Appointments

BR asked at last meeting if numbers of people booking online could be determined. CH/SJ felt this would be a large piece of work and unclear as to the purpose. SN informed group that the majority of appointments are bookable online –exception being urgents. The number available fluctuates according to the number of total appointments available, this is reduced when GP's are off. It was suggested it might be helpful to put something on the website when the practice is short of GP's.

ACTION - SN/MC to discuss with SJ/CH

MC asked why urgent appointments were not bookable online. SN suggested that it may be because they could not be screened. Discussion re usefulness of some being bookable online, and that this should be considered.

ACTION - SN/MC to discuss possibility with SJ/CH

MC informed group patients with half hour appointments now being contacted 48 hrs before to confirm their attendance to try and reduce number of DNA's

BT raised concerns that if all appointments are bookable online, would patients who do not use online be disadvantaged. SN explained online appoints are bookable in person/on the phone, so should not be an issue.

AM asked if an additional 'if you have waited 20mins' notice, could be put on the low wall in reception, as the others are not visible from that part of the waiting area.

ACTION - SN/MC to put up additional notice

BT asked what happened if people came to say they had been waiting 20 mins, while at desk could miss their call. Suggested a screen accessible on the front desk might be helpful.

ACTION - SN/MC to discuss with SJ/CH

iii) PPG Rep photos have been completed and are on the board.

iv) IWGC

SN had been actioned to source a calling card for online completion. These are no longer available and SJ/CH felt it was not worth pursuing. Agreed that notices letting people know how they could fill in online could be done instead.

ACTION - SN/MC to put notice on new board.

v) New notice board

Now in place behind reception. Previously discussed about a display, SN felt that it might be better if it had a 'did you know' header which can then be updated regularly. Agreed this probably more effective than a display

ACTION - SN/MC to update notice board.

vi) Car Parking

SJ/CH had been asked about repainting symbols. Partners regularly discuss the issue of the car park with no consensus as to the way forward. Until agreed, no resources will be spent on this.

MC informed group about the new notices that had been created which are put on cars where it is known people are parking inappropriately.

vii) Listening Ear Initiative.

MC had not spoken with Sarah Lunn yet

ACTION - MC to contact minister about the initiative.

viii) Coffee/drinks machine.

SN informed group that whilst a machine in reception not viable, it could be looked at in the context of the Listening Ear project/ community groups coming into surgery etc, so that drinks could be available in the library on certain occasions.

ix) Alzheimer's info

CM had provided AO with this which had been passed on to the coffee morning organisers.

ix) Group minutes

SN had spoken with Dr Head, and these are now available online

x) ICC information

SN had spoken with SJ/CH re making info about savings etc available to patients. Agreed this would be useful and will be incorporated in future displays.

Members Update

i) MS informed group about campaign to reduce anti-microbial resistance – has been piloted and is now being rolled out nationally. It did not include toothache which is being addressed – looking at a scheme for toothache similar to the eye initiative currently run in conjunction with GP practices and opticians,

ii) BT had emailed SN re problems with prescriptions. Will meet with Nicola Lacey (NL, meds manager), to look at improvements that have been made, and to look at problems etc. SN informed group of 2 recent changes– ensuring that nominations are completed properly, and warfarin monitoring. Scripts have a nomination if sent electronically. This has to be entered in an additional place, otherwise if a script is printed it will not get sent to the nominated chemist. Receptionists have been asked to check this when they are dealing with script issues. Certain medications have monitoring books which have to be presented when requesting a prescription. Now, if the book is brought in separately to a script request, receptionists scan the book into the patient notes and process the request at the time. Discussion about the importance of reducing problems with regard to scripts, both for the patient and the receptionists.

ACTION - SN to confirm meeting date for BT and NL

iii) BR fed back to group his recent experience in trying to make an appointment by phone and then coming into surgery. He asked why health care professionals is an option before patients, why when he rang the surgery Wednesday afternoon it just said closed – didn't explain for training which would have been helpful, and commented on how long he waited to be answered. He said the receptionist (Karen) he spoke with was very helpful. He had a long wait in surgery and asked if there was a problem with the GP's calling system as the GP he was seeing did not appear to know he was checked in. BR found the surgery clean and tidy.

It was not known why health professionals are an earlier option on calls than for patients. SN explained how phone system works. Agreed that if healthcare line was to go through to eg meds managers as this is what most of the calls are, this would free up receptionists to answer calls quicker. Receptionists making outgoing calls also reduces capacity to answer calls. The possibility of a line for outgoing calls combined with this was also discussed. SN/MC not aware if there is a problem with GP call system but would check.

ACTION - SN/MC to discuss with SJ/CH re options for healthcare line, and to check if GP's have problem with their call system

iv) KH Concerned as to why people are being sent minutes only as these are available within the practice and on the website, and wanted reassurance as to what capacity the recipients had within the group. SN informed group that she did not think recipients had any capacity, but agreed this be flagged as a potential issue.

ACTION - SN/MC to discuss with SJ/CH/AO

KH also commented that IWGC forms did not mention script issues. SN said the forms do not really capture this, seem to be more through the PPG action plan forms and the patient comment forms

v) CM made the observation that because of the problem of getting through on the phone, she had noticed/been told more people queuing at 8am to come in and book

vi) AM hoped the vision of the 'drop' in /coffee facility could be developed in due course

AOB

i) SN informed group about workshop of 20th October. Agreed she send out email to group members so they could register interest if want to attend

ACTION - SN to email members details of workshop

ii) SN reminded group about the monthly coffee mornings at Nelson Street, first Friday of the month and the Winter Warmth Event on 17th November.

iii) Patient comments

SN informed the group there had been a few forms completed, mainly about problems getting through on phone.

iv) KH asked for info about the animation café, which BR provided. Agreed would be appropriate for the group she belongs to, to attend.

Date of Next meeting:

Agreed there would be a meeting in December on Thursday 14th

Meeting closed at 8.05pm