

High Field Surgery Patient Participation Group Meeting

Date: 1st May 2012

Present

LB (Practice Manager), TG, DM, DP, MG, BT, JF, GB, CG, CO, CG, MK

Apologies

TA, MA, BJ, BA.

Minutes

The minutes of the last meeting were agreed.

The Terms of Reference were agreed.

Once again we discussed the number of patients who did not attend or cancel their appointments (DNAs). The number of DNAs for April was 203 wasting 1500 nursing minutes and 1030 doctor minutes. Apart from valuable time lost and the inability of other patients to use these slots there is a cost implication which is approximately £1748 of wasted NHS resources.

LB informed the group that the surgery has introduced a text messaging service that automatically sends a text to those patients (for whom there is a mobile number recorded) who DNA their appointment. Tracey also informed the group that although this had only been up and running a couple of days she felt that it had had an impact on some patients as they had contacted the surgery after receiving the text.

We have amended the DNA notice to not only give the figure of how many people had not attended but also broke it down into the amount of clinical time wasted and also how much financially is wasted at the surgery (and nationally which is £700 million). We are also displaying a poster to inform patients of the impact DNAs have on the surgery and other patients needing an appointment. The surgery will continue to run the report each month and hope to see a reduction in the figures over the coming months (fingers crossed).

The practice computer system will now allow the surgery to send reminders, confirmation of appointment and brief messages for example 'your prescription is ready to collect'. LB explained to the group that a text had been sent to all the patients who have a mobile number recorded on their record to inform them of this new service. This gave patients the opportunity inform us if they do not want to receive further texts. The surgery is currently actively updating patient contact details.

A few patients (4.8% of those patients who completed the survey) indicated they would like the surgery to open on a Saturday or late evening. This was discussed with the doctors and it was felt the demand was small and past experience had shown that when the surgery did open on Saturday it was usually the same patients booking the appointments who were already seen during the week. Therefore the people who really need the service who find it difficult to get to the surgery would not benefit from this.

We are constantly striving to meet equality, diversity and dignity requirements. One of the suggestions at our first meeting was to look into the viability of having leaflets printed in different languages. Unfortunately this has proved to be difficult. There are so many

dialects for each language and it would prove very costly. The GP's will continue to use language line and interpreters in consultation with patients.

The surgery has received more leaflets for the Patient Advice and Liaison Service and we are waiting for the new posters to arrive.

Having spoken to all the GP's the feedback was that they all try to return calls requested by patients as soon as they can. It was however felt that we could arrange some more staff training so that all staff are aware and consistent with procedures when giving information to patients and the taking of messages. Training will be on May 24th.

CG has agreed to help with the publication of a newsletter which we are hoping will be available shortly. A big thank you goes to Mrs BT for sending us a draft newsletter to use. This had good ideas and we are able to edit and/or add information. We hope to provide regular information in the newsletter. This will include seasonal events e.g.. Flu vaccine, Travel immunisations etc.. Poets corner, recipe's etc. We hope patients will contribute to the newsletter, any comments or suggestions will be welcome.

New practice leaflets are now being ordered which have being updated to include the arrival of Dr Cheridjian and the new chemist Cohens.

A suggestion box is going to be put in place shortly (hopefully full of positive comments and suggestions).

The doctors are hoping to extend its boundary to cover more of the LS18 area. We have submitted it to the PCT and await their agreement.

The group said they would welcome GP involvement and would like a GP to attend occasional meetings. It is hoped that Dr Cheridjian will join us at the next meeting. Pat our health care assistant has agreed to attend the next meeting to talk a little on her role in the practice.

DM proposed CG for the role of chair person of the group and the vote for him was unanimous. A big thank you goes to CG for accepting.

We are already looking at the next questionnaire, any suggestions please email to TG or LB with your ideas. We can then put a draft survey together to discuss at the next meeting.

It was also suggested that maybe we could adopt a local charity and find ways to raise funds for it.

DM reported that he had been told by the warfarin clinic, Holt Park to see his GP for his blood test. He did not agree with this as he understands that the warfarin clinic is paid for doing this particular test and the GP is not. DM actually had to go as far as Meanwood clinic to have the blood test.

Date of next meeting 6th September 6.45 to be confirmed