

HIGH FIELD SURGERY – PATIENT PARTICIPATION GROUP

Minutes of the Patient Reference Group held on Tuesday 17th September 2013 commencing at 6.30pm

Present: CG (Chair) MA, TA DP, GK, GB, BA, CA, DM ?FA
Dr Carol Kitchen (GP)
Mike Holmes (Practice Manager)
Janet Towler (Assistant Manager)

Apologies: COH and LB

Minutes:

The minutes of the last meeting were agreed.

Matters arising:

An update was requested following the issue with repeat prescriptions and clarity on the process to reduce unused/unwanted items. CK had done a lot of work and prepared information for the last meeting but it was not actually discussed due to time. Unfortunately she did not have this information with her and requested we defer this until the next meeting. MH to look at previous minutes and take forward to the next meeting.

It was confirmed that GB, LB and DM had put their names forward to Chris Brindle to be passed to the CCG but as yet no-one had heard anything.

CG had attended an all day seminar with Dr Shaw, but nothing to report back to the group.

New Practice Manager

CG introduced Mike Holmes, the new Practice Manager and Janet Towler, Assistant Manager. CG wanted to express thanks on behalf of the group to Tracey Godley for all her efforts and hard work since the group had started. Tracey has now resigned from the group.

MH introduced himself and briefly talked about his background

- he is settling in well,
- feels excited and positive in talking the Practice forward.
- sees the group as a way to keep in touch and act on feedback.
- looking to make the group hopefully larger and more diverse

There was a discussion about DNA's (227 for August 2013) and how we can continue to reduce this. It was asked if DNA's were due to transport problems and could volunteers help bring patients to the surgery. Checks and insurance may be an issue. OPAL was mentioned as a group who may help with transport - Elsa Rhodes. MH to look into this further.

New Partner

Dr Whitley will be retiring on 2nd October 2013. All agreed he was an excellent Doctor and would be greatly missed. MH had hoped to give the name of the new GP, but not yet finalised.

Telephone system

MH had inherited this problem. The new internet based telephone system had been recommended by another GP Practice and provides exceptional potential. However the system had not been installed well and the full functionality was not set up, however

- Programming - fixed
- Line fault with BT - fixed
- Analogue back up line - installed

All was running well, however we currently have a broadband problem. This should be fixed very shortly.

Once we are up and running

- calls will go in a queue to eliminate engaged tones
- messages will indicate when busy and place in the queue
- pick up from other phones
- messages to inform patients about repeat prescriptions/obtaining results
- Incoming lines have been doubled and will shortly be doubled again

Unfortunately the temporary blip in service fixing these issues is likely to be reflected in the next survey results, even though we have already started to receive positive feedback from patients.

SMS Text messaging

- Text messaging now fully switched on
- The service is free
- Confirmation is sent when appointments are booked
- Reminders are sent 24 hours before the appointment
- Aiming to reduce DNA's using this service
- Bulk text for campaigns e.g. Flu clinics
- It is now a priority to collect up to date mobile numbers at every contact

On line services

- underused although good uptake in patients registering for this service
- New posters are displayed advertising the service
- Website displaying information
- Appointments are being released specifically to allow online booking overnight

We need to promote SMS text messaging and on line services

- remind and encourage patients
- obtain up to date mobile numbers and consent for messaging

Extended Hours

We are awaiting CCG approval and intend to open Thursday morning each week at 7am. We need to monitor the booking of these appointments as the aim is to target those of working age who find it difficult to attend during normal hours. This will also free up existing appointment slots. We will start to publicise this as soon as CCG approval is received.

Flu Campaign

Vaccines should arrive by the end of the week (20.9.13). Clinics are planned for Tuesday 1st October 2013 (in the afternoon) and Saturday 12th October 2013 (in the morning)

Website

We are very proud of our website - it compares well with other practices, and we continue to develop its content to keep patients informed and up to date. Also as from 17.9.2013 we can be followed on Twitter @HighFieldGPs Again we are keen to open up new avenues of communication with patients

Waiting Room

MH requested help from the Group to look into this and see what we can do to improve. The space compares well with other practices but we need to address

- Privacy at reception (including music, queuing systems, configuration)
- High temperature in good weather
- Front Door

This will be a short term priority area to progress via the online/virtual group

Survey

We are keen for patient involvement in the survey, which is due. A draft survey was handed out based on previous work by the group

- 1st page - as before to see if any improvement
- 2nd page - new questions

It was asked if this was to be anonymous - optional

Could be used to collect mobile numbers to help with SMS messaging

CG asked if there could a clearer analysis of the results - graphs etc

The practice was happy to support an online version via survey monkey and asked for initial feedback to MH by 27 September.

Again this area would then be a priority to look at going forward via the online/virtual group.

Virtual group

Discussion about emails being made available to others in the group - some were unsure.

There was a vote and carried Yes to email addresses MH to arrange.

Any other business

DP raised the issue of physiotherapy referrals - had been given a choice, selected one locally (Ireland Wood) and then told they were only taking their own patients. MH to find out the position from our Secretary.

The question was asked if we could refer to Chiropody. CK said we can only refer to Podiatry services on NHS, and not able to recommend.

It was decided that the start time for future meetings would be 6.30pm

The next meeting was arranged for Tuesday 14th January 2014 at 6.30pm