

Field House Medical Group

Notes of the Patient Group Meeting held on Thursday 28th May 2015 Present

Mrs J Robson, Mr J Terry, Mr J Barker, John Noton, Dr J Plotnek Mrs Davison, Mrs M Mason and one other

Apologies

Mrs C Coley & Mr B Coley, Mrs Barker

Agenda items

Matters Arising – Access to Medical Records
Friends & Family Test/Complaint Themes/Suggestions
Staff Changes
Access to Appointments
PPG Week
AOB

Matters Arising

On-line Access to Medical Records - John reported that we have recorded 61 patients registered for access to on-line records and that there are 4100 registered for on-line appointments and ordering prescriptions

Friends & Family Test Update/Complaint themes/Suggestions

John reported three main things from recent suggestions and friends and family feedback

1. Car Parking – this has been raised with the building owners, the building manager has been tasked to speak to the children's centre regarding their users of our car park. The owners may employ a car park attendant for a week to monitor the car park and warn those not using the building, the other option considered was a barrier on exit that will need a code but that may cause more problems. There was also a discussion about spaces for families with children, Dr Plotnek confirmed there was no basis for these and had been an initiative by supermarkets to encourage more family use
2. Waiting times on the telephone – John confirmed that the hardware upgrade had taken place and the queuing system was now back and working, Discussion took place about reasonable length of time to wait and it was agreed that five minutes should be the maximum wait we should be aiming for in most cases
3. Waiting times past appointment time. – This was an area raised by a number of methods and John stated that we are currently looking at funding streams to upgrade the software on the screens so that we can highlight delays with certain clinicians. Some doctors and nurses often run later more frequently but a lot depends on the complexity of the problem presented to them. It is understood the self check in facility used to display current waiting times, John found out this had been turned off in the past but unsure why will investigate turning it back on again..

Annual Report

This had been circulated by e-mail and John asked if there were any questions or comments.

Main points were changes in the nursing team and the rising workload as demonstrated by the recent study. Care Quality Commission inspection was still awaited. The report will be published on our website

Appointments Waiting Times

John stated the current wait was less than a week for any GP, and that we were aiming for routine appointments to be no more than one week but that may fluctuate due to demands and staffing levels. Nursing waits are longer as we have been trying to recruit which has been difficult due to fewer experienced nurses being available. We have recently managed to offer a job to a nurse who has a background in medical and surgical wards

Staff Changes

Dr Plotnek explained that he had decided to retire, and that one of the main reasons was the rising workload and bureaucracy affecting the job, he had thought about reducing his hours but the revalidation requirement was the same so it made no sense to continue. He said he will miss the patient contact but not the box ticking culture.

Unfortunately we will also be losing Dr Salawu who wants to spend more time with her family before moving on to pastures new.

Attempts to recruit nationally had been unsuccessful, we have managed to get one of the newly qualified GPs on a part time basis and we are hoping that our current registrar may be successful in completion of her training. Otherwise the practice is involved with the attempts to recruit from Holland as there is a national shortage of GPs. We expect that the practice will face a challenge with waiting times in the coming months whilst recruitment attempts continue.

PPG Week

It is not known what is being proposed and Mr & Mrs Coley could not be present, John said he would try and find out what the plans are for next week.

AOB

Bus Route - No further information is known on what the plans are and John will ask the building manager to see if any further information is known. We are aware that plans for bus stops outside the building were known about when the work was being done on the road

Date of Next Meeting

27th August 2015