

## MINUTES OF PATIENT PARTICIPATION GROUP MEETING

16<sup>th</sup> September 2015

Present:	Mrs Lynne Neal	Practice Manager
	Ruth Parker	Assistant Practice Manager
	Claire Loveday	GMS Manager
	Debbie Wright	Senior Practice Nurse (Care-Coordinator)
	Bev Lati	Reception Supervisor
	Jackie Embley	Hollybush Senior Receptionist
	Sue Ash	Healthcare Assistant
	Kate Lowther	Secretary
	Chloe Dickman	Receptionist
	Madeline Ireson	Senior Receptionist
	Ruth Robson	Nurse Administrator
	Jackie Broadbent	Nurse Administrator

Patients:- SB, LS,AV,TS,JS,LW,CM,MH, RH,JT,JB

Note Taker:- Ruth Parker

Lynne welcomed everyone to the meeting and thanked them for coming. It was nice to see some new faces in the group and everyone introduced themselves to the group.

**Results of Patient survey** – Lynne explained the main purpose of this meeting was to review and discuss the results of the recent patient survey.

It has been a very detailed survey this year and we explained to the group that we will focus on particular aspects of the service we provide for future surveys.

After discussion with the group they suggested the following actions:-

- To ensure patients are aware of the different methods available to book appointments, ie, telephone, online, face to face.
- To ensure patients are aware of the different methods available to order prescriptions, ie ansaphone, via email, systmonline, post or in person.

- If a GP has a special interest, ensure this information is shared with patients.
- Suggest to patients they build a relationship with more than one GP, as sometimes it is always not possible to get the doctor of your choice (all GPs have access to your medical records so you wouldn't have to give a complete history of condition if you have an on-going problem).
- To get GPs and Nurses to introduce themselves at the beginning of the appointment as the questionnaire revealed that 31% of patients did not know who they had seen.
- Advertise the practice has a website & put this at the top of all noticeboards in the waiting rooms & also add to the recently installed patient screens.
- To look at the possibility of providing more routine appointments between 5pm and 5.45pm.
- To encourage patients to see more than one particular GP to ensure, when a GP is not available, they feel comfortable with more than one doctor in the practice.

The group were impressed with the overall percentage of patients (95%) who thought the opening hours were good, very good or excellent. As a practice we do try to accommodate the needs of our patients and do provide extended opening hours (late evening appointments 6.30-7.30pm on Wednesday evenings and early morning appointments from 7am on Thursday mornings). We are currently looking at the appointment system and are hoping to be able to provide more routine appointments from 5-5.45pm each evening.

In general, it was felt that this survey was very positive. It has highlighted some areas to work on which the practice will look at, along with the suggestions made by the group.

**Ideas and suggestions** – We are asking our staff and members of the patient group for ideas which may benefit patients, staff or the practice in general. Anyone whose idea is used will receive a small prize!

**New TV screens/call display** – we have recently had new patient information screens installed in the three waiting rooms at our Thorne Road site. This means the practice can provide up to date & current information to patients waiting for the doctor or nurse. The screens will also display & call the name of the next patient for doctor or nurse.

**Flu clinic** – We explained that flu clinics were starting at the beginning of October and reminded the group of the criteria for flu vaccination. They will share this information with friends and family.

**Systmonline appointments** – We informed the group that when booking an appointment via systmonline they need to double check that the appointment has definitely been confirmed. There can be a problem if someone else is booking into the same appointment at exactly the same time – the appointment will go to the person who completes the procedure first.

**Check in machine** – We have purchased a new patient check in machine for the 77 Thorne Road site. This is situated on the left hand side wall in the lobby of reception at St Vincent Practice. We are encouraging as many patients as possible to use this to avoid queuing at reception. We also explained that if patients preferred to go to reception, this was absolutely fine!

**Electronic prescribing prescriptions** – At the moment a lot of pharmacies are asking patients to sign up to use their service. We advised the group to be aware what they are signing up to as we have had a few incidents where patients have been away on holiday in the UK and have signed up to a new chemist in the resort. This then causes problems when they next order their prescription at the surgery as this will automatically be sent to the chemist the patient has signed up to!

**Changes to urgent and emergency care in Doncaster –**

**Doncaster same day health centre** will open its doors on 01.10.2015 and will provide assessment, advice and treatment for minor illnesses and injuries. This will take over from the Flying Scotsman 8-8 centre(which is now a GP surgery with registered patients). Patients can make an appointment at the centre by calling 111 or 0300 123 3103, but all patients should try their GP first.

**Other matters** – A group member asked if the wording of the diabetic letter could be changed. It currently says please make sure you have your bloods taken one week prior to your appointment. Can it please say “as a minimum we require you to have your bloods taken one week prior to your appointment”. This was agreed and will be amended.

We informed the group that the practice will be holding a Macmillian coffee morning on Thursday 24<sup>th</sup> September and explained it would be lovely if they could come along to support the practice and the cause.

**Next meeting** – It was agreed that our next meeting will be in December. Bev will contact the group members with a date as soon as possible and we will also have a small Christmas buffet.

We thanked everyone for coming and for their contribution to the group which is very much appreciated.