

Healthy Living Group Meeting - 13 February 2012

12 Patients attended (names removed) plus Clair Liversidge and Mandy Neville.

The two new members were welcomed and thanked for attending.

Patient Survey feedback

Prescription Line

Discussion about dropping the prescription line as the patient survey only had 25% wanting it.

The point was made about housebound patients and how they would cope. The general feeling was quite negative about any possible change

Suggestions made -

- **Move the script line to PM (not possible due to staffing)**
- **Ask the patients who actually use it how they could cope without it?**
- **Offer repeat prescribing as an option and express delivery to give housebound Patients' greater options**

Plan - Mandy to set up a 5 week survey to ask patients who ring the prescription line how they would cope without it (explaining alternatives)

Choose and Book (Electronic Booking of hospital appointments)

One of the patients wanted to know more about how Choose and Book worked. Mandy explained it is a way of booking a hospital appointment by phone or online once a G.P. has referred.

The survey suggested - 45 % of patients wanted us to keep Choose and Book done in house with the secretary making the initial contact.

The general consensus of the HLG was whatever worked for our patients. Some don't have confidence to make these bookings - some are fine

Plan - With Choose and Book Dr will give the Patient an option of book in via Karen (secretary) or book themselves. The GP will then let Karen know which they want. Karen will then liaise with the patient

Rapid Access

Of the 292 responses, 99 had used rapid access. 98 patients rated rapid access 3 or above on a scale of 1-5 (5 being excellent)

90 patients were aware that Rapid Access telephone slots were available on the day.

ACTION PLAN FROM SURVEY:

- Undertake a survey of prescription line contacts for five weeks to ascertain if callers could use another means of ordering.
- Bring results of prescription line survey back to future HLG meeting for discussion
- Ensure clinicians ascertain whether patient requires us to book their hospital appointment or whether they want to do this themselves
- Advertise that there are telephone bookable Rapid Access slots

Phone lines again raised as an issue

Mandy explained only 2 phone lines, this problem would not resolve until the move to the new building. It was agreed that we wouldn't move to a 0845 at a new surgery.

The general consensus after discussion was that people would be happier with a fairer system of a queue than keeping trying an engaged number. Mandy agreed that this is the type of phone system we would have.

Medication Changes

The issue of medication costs was raised and how come we change brands etc. Clair Liversidge explained that often this is to save money, but not at the expense of patient care. Often this is because medication changes, involve a brand change, this can save a lot of money being given to drug companies and therefore redirected back to patient care and this is often a good way to save money, that doesn't effect care. We also have an in-house pharmacist Joy who can help patients understand their medications and reduce wastage etc.

2 patients asked for Joy to contact them as they had their repeat meds were not lined up and means they may end up over ordering etc.

New Building

Mandy reported back on new build that the plan was to be in for 21st January 2013.

Angela Smith MP has been invited to talk about the NHS reform Bill at the next meeting.

Complaints

Mandy ran through the Complaints received since April 2011 to highlight the type of complaints the practice received. The HLG were surprised by some of the complaints received but felt it was a good idea to inform them. She also informed them that all complainants are invited to join the HLG.

Mandy to report on complaints to HLG twice a year.

Next Meeting will be Friday 27th April at 12.30pm
Guest Speaker Angela Smith MP, Penistone and Stocksbridge
(Constituency MP of the Year 2011)