

Atkinson Health Centre Practice

Patient Group Meeting Friday 31st January 2014

Present

Mr C
Mr & Mrs I
Mrs W
Mrs S
Mr & Mrs
Emma Harrison – Office Manager
Glennis Walling – Practice Manager

Apologies

Mr E
Mrs D
Miss W
Mr R

The minutes of the meeting from the 4th October 2013 were read and agreed as being correct.

Glennis will check with Debbie to see if she is still asking patients with diabetes if they are interested in some education sessions which would be held at the surgery.

Mrs S has had an update about the zebra crossing and it is currently in planning application department.

Patient Questionnaire Results

The results of the patient questionnaire were discussed. One hundred and twenty questionnaires were printed and given to patients randomly when they attended surgery. Questionnaires were also left in the waiting room for patients to complete. When we had received 100 completed questionnaires we compiled the data which provided the results. Several questionnaires were returned after we had completed the data analysis.

On a whole the results were positive. The group discussed the negative points:

- Takes ages to answer phones- ***We have now taken on a new member of staff and this should help and ease up some of the other receptionist duties to help them answering the phone. At staff appraisal all staff will be asked to answer the telephone within 3 rings and ask if it is ok to hold if they cannot deal with the call straight away.***

- Parking problems = free parking - ***We cannot do much about this as we only have a small car park. This will be taken into account with the proposed new build of the Health Centre.***
- Works away and finds it hard to get an appointment on Friday – ***It was suggested by the group that patients should book appointments in advance when they know they will be back from work. The group asked if we could request a GP to work until 5.30pm alternate weeks when Dr Wiejak is not working until 6.30pm. Glennis to check with Dr Ashish regarding this.***
- Appointment very close to following midwife appointment -?? ***Unsure if this was positive or negative.***
- The new queuing system gives the receptionists the opportunity to ignore you and leave you waiting. - ***Staff maybe putting messages on the system or on the phone and they are not purposely ignoring the patients, we have asked to staff to acknowledge the patient when they arrive and to explain that they ‘won’t be a minute’. Sign on the queuing system to explain ‘for patient confidentiality they are asked to wait until they are called by the receptionist’.***
- Improve parking- ***Discussed in previous point.***
- Longer surgery times should be considered. Unless you state an emergency you get offered an appointment a week away. – ***The demand for appointments is always high and is affected when annual/study leave is taken by one of the doctors. David Kenrick the Nurse Practitioner is employed to do extra clinics when a doctor is on leave to help meet the appointment demand.***
- It tends to be the present practice with the appointment system that fails this practice. – ***Demand for appointments has increased significantly in the last 5 years. We have 3 doctors 1 Nurse Practitioner and on the 7th of February we will be getting a GP Trainee which will increase the number of appointments available. We offer urgent appointments on the day for patients which get realised at 8.00am every morning. If the urgent appointments get booked up we then have triage, were we take the name and telephone number and a brief details of the problem. The doctor then telephones the patient and offers an appointment if appropriate.***

The positive comments were also discussed and group asked for a ‘well done’ to be passed on to staff. The results of the questionnaire will now be published on the practice website.

New Building

The Doctors, Glennis and Emma had a meeting with the architect on the 10th January about regarding the new Health Centre and the amount and type of accommodation that will be needed by the practice. The site for the new building has been agreed as Alfred Barrow School. There are 5 other surgeries as far as we know who are planning to move in to the new Health Centre. Planning application will be submitted by the end of March 2014 and the Health Centre should be ready in 2016. Glennis will ask at the next meeting regarding the Patient Groups request to be involved in the planning and will let the group know at the next meeting.

New Trainee

Dr Nna will be starting his training on the 7th February. He will be with the practice for 6 months. He will be working every Monday, Tuesday and Friday.

Any other business

Mr Ireland wanted to discuss the information he had received via a mail drop and also information in the press regarding the proposed Patient Record Sharing Information Scheme. It has been stated in the press that information which is extracted will not be totally anonymous and that it may be passed to third parties including drug companies. Glennis thought the information would be anonymised. Glennis will contact the Caldicott Guardian (who are responsible for keeping patient information secure) to see what information will be extracted. Mrs S said she has been contact by a drug company already. The option to opt out of the Patient Record Information Sharing was explained.

The Patient Record Sharing Information Scheme will start the data extraction process on the 1st of April 2014. The information will include NHS number and postcode. This has been approved by the BMA and the Information Commissioner. I have been informed that there may be penalties to practices who opt all patients out of the scheme without the consent of the patients. We have been advised by the Local Medical Committee only to opt out patients who have said that they do not want to share information.

My C asked why it was taking so long for letters to come back from Furness General Hospital. As far as we know there is a 'back log' at Furness General Hospital for letters being typed, and in extreme cases it can take up to 3 months. We suspect that this is all due to financial pressures at the hospital.

Mr & Mrs I offered to update the noticeboard when we have selected a new topic for the display.

Next meeting has been agreed and will be arranged for the end of April.