

Atkinson Health Centre Practice

Patient Group Meeting Friday 27th March 2015

Present

Mr & Mrs I
Mr & Mrs D
Emma Harrison – Practice Manager
Mrs W
Mrs D
Mrs W
Mr C
Mrs S

Apologies

Mr E

The minutes of the meeting from the 9th January were read and agreed as correct.

Update on the new build on the agenda to discuss.

Zebra Crossing

Emma has now chased up the letter of suggestion for a zebra crossing. As we have written two letters and no response Emma has tried to chase up what was happening and the request has been passed to the highways agency . Emma has a contact name of Chris Elliot who she will contact to find out what is happening. The group decided to write to the highways planning department to voice their concern and to see if this would help expedite their decision. Mrs W has agreed to do this for the group. It was also mentioned to copy in John Woodcock the local MP.

Improvement to the building

For the last 2 months the building has been having new windows and new flooring fitted throughout. This has now been completed.

New Building

Update on the new build –still in the planning stage. No new information to pass to the group as yet as it is still in the design stage. When Emma has some new information this will be passed on.

Friends and Family Test

The practice has signed up to undertake the friends and family test which entails getting feedback from patient to see if you would recommend the practice to your friends and family .

There will be cards placed on the prescription counter for patients to fill in and give their feedback, it will also ask why they feel they would recommend or not recommend the surgery

Once they have been filled in we will discuss them as a practice and involve the group.

CQC visit

On the 1st May the practice had its CQC inspection. This was part of the pilot wave of the new inspection process. This means we will be re-inspected before 2016. The practice received some feedback on mainly administration processes within the practice, which now have been undertaken i.e. written references for staff and who the infection control lead was for the practice.

How we move on as a group?

As a group we discussed what we would like to focus on, Mr and Mrs I highlighted the high number of not attended appointments which we have displayed in the practice. We spoke about how we could target this. Emma explained that if a patient does not attend two appointments they get sent a warning letter. The receptionists also tell them over the phone if they have failed appointments and if they could let us know if they cannot attend. Mr C suggested the idea of putting the information on the television screen in the waiting room so that patients could see the information on there.

Action points

This year the group has focused on 3 action points which were:

New building -As the Practice is moving into a new purpose built health centre with increased services and facilities the group agreed that they wanted to become involved in all aspects of the new build to ensure that it was 'patient friendly', they wanted to become engaged with the new building process at an early stage. They also asked if they would be able to influence decision making. They also wanted the whole practice population to be aware of the new build and to make sure all patients have a say in the new development.

Zebra crossing-Currently there is no patient car parking at Atkinson Health Centre and only 2 disabled car parking spaces. Most patients use the town hall car park and getting to the surgery from this car park involves crossing a very busy road which has a bend and three junctions reducing visibility. The

elderly patients represented at the group expressed concern regarding the difficulty in crossing this busy road as there is not currently a zebra crossing.

Telephone access- From the patient feedback survey patients felt that the telephones were not being answered or it was taking a long time for the receptionists to answer the phones. Since the patient feedback indicating the problem of the telephone was not being answered promptly and following the suggestions from the group the practice has now employed a new member of staff to assist in answering the telephone. The staff has received training regarding answering the telephone.

The group has agreed for Mrs W to sign off for the whole group that these were some of the action points discussed.

Any other business

Next meeting was agreed for the end of august, confirmation of date to follow.