



PATIENT REFERENCE GROUP

Tuesday 14 APRIL 2015

Present:

Dorothy Richardson (chair)
Vera Skipper
Bob Wilson
Dorothy Robertson
Mrs Annuara Coulter
Lynn Todd
Pat Brown
Robert Paterson
Sheila McConnell
Carol Craggs Practice Manager
Margaret McPherson Business Manager
Emma Kitching Trainee Practice Manager

Apologies:

Jacqueline Foster Nurse

1. Minutes of Last Meeting

The minutes were agreed as a true and accurate account of the last meeting

Matters Arising

Dorothy Richardson asked that surnames were used in the minutes.

Update on Priority Areas

Priority Area 1

To make the practice a more welcoming and less clinical. This to include the decoration, seating area and ambiance.

Good progress has been made with the pictures and plants giving the practice a warmer feel. Kickboards were being painted as is the outside of the building. New sign has been put up outside on the wall advertising the surgery. New floors were being laid, the group inspected Dr Dowden's room with the new floor and matching blinds. It was agreed that the room was looking really nice, professional. Margaret advised that she was trying to get the new flooring throughout the rooms downstairs having just completed the patient toilets.

TRINITY MEDICAL CENTRE

Priority Area 2

Make a plan of action to make the reception desk more user friendly for disabled patients as well as patients who are not very tall.

This is still work in progress and Margaret is trying to obtain some quotes and help with the design.

Priority Area 3

Produce a Leaflet for patients with pathways for self-care: Margaret produced a leaflet asking the group to review this. Did the leaflet contain sufficient information to meet the criteria of self-care? The following were suggested:

All actions have now been completed. The leaflet has been uploaded to our website and will be out for general use.

Lloyds Pharmacy

Carol advised that she had spoken to the area manager and the problem had been that the staff were inexperienced including the pharmacist. All the staff have been removed and a set of trained staff have been put in place along with a very experienced pharmacist who is going to sort the problems out. Dorothy Robertson went on to express her frustrations with a recent problem with her script when she had not received all her items. Carol advised that all these problems including delivery problems would all be sorted – hopefully.

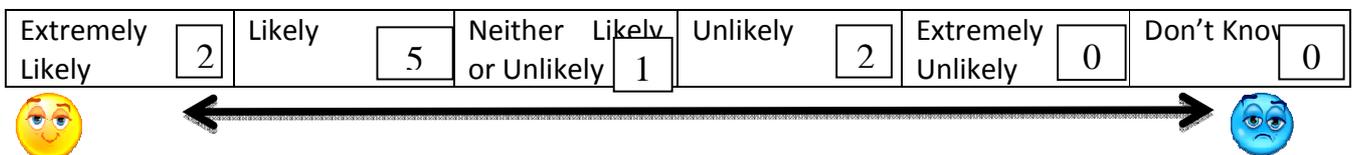
2. Friends and Family Test

Margaret brought to meeting three results of the Friends and Family Test from February

4 patients completed the questionnaire at the surgery
26 patients responded to our text message on their mobile device

The 30 combined responses were as follows:

How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?"



The only comment was waiting too long for appointments.

The number of returns in the practice was quite poor. It was suggested that the box be moved to where patients check in as it was felt it was not obvious where it was on the reception desk. It was agreed to move the box.

TRINITY MEDICAL CENTRE

3. Patient Survey

A survey was carried out in February regarding the service we deliver

When you contacted the Surgery - All responses were returned yes = 100%

- Did the receptionist greet you in a professional manner?
- Did the receptionist listen to what you wanted?
- Did the receptionist understand what it was you wanted?
- Did you feel fully satisfied with how the receptionist *handled your request*? *If you answer no, please let us know why?*

Comment: A little abrupt which I have never had in a surgery before

Thinking about the times you have telephoned the surgery:

- 33 were able to get through first time
- 3 were successful on the second attempts
- 2 had to try more than three times

It was agreed by the group that this was a good standard – 86.84%

How long did you have to wait before the telephone was answered? Less than 3 rings

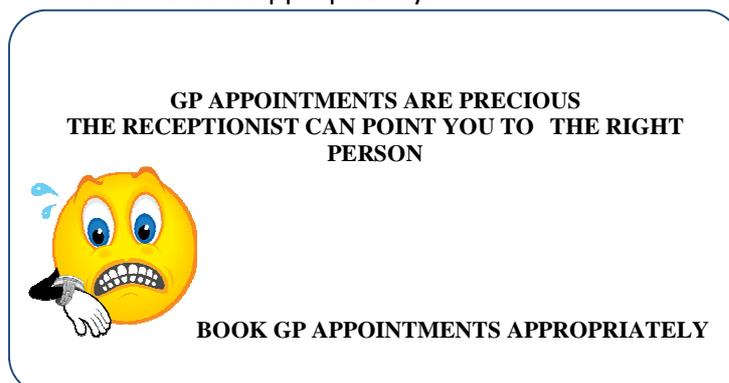
- 33 patients waited less than 3 rings
- 6 patients had to wait more than 3 rings

Did the receptionist identify herself by name? 99.9% said yes

Did the receptionist identify you by asking your DOB 100% said yes

Did the receptionist check your address? 92% said yes

It was agreed that the overall result was good and it demonstrated that the receptionists did an excellent job and patients were happy with the service. However, a lot of the comments received indicated that patients were having a problem getting an appointment. Margaret advised that the partners were aware of this and that we were in the process of changing the way appointments are booked. It was suggested that patients may be booking appointments with the GP that were unnecessary and clogging up the system. Margaret advised that this had already been discussed with the partners and handed out a poster to this effect. The poster is aimed at educating patients about booking appointments with the GP inappropriately.



TRINITY MEDICAL CENTRE

YOU DO NOT NECESSARILY NEED TO SEE THE DOCTOR FOR THE FOLLOWING:

- **SICK NOTES**
- **LETTERS**
- **COMPLETE A FORM**
- **REPEAT MEDICATION**
- **ACUTE MEDICATION**
- **CONTRACEPTIVES**

GP appointments are for the acutely unwell or medical problems

The Group agreed that the poster was good and it seemed to get the message across. Bob Wilson suggested something to hand out to patients with the message on, perhaps a book marker. It was agreed that we need to get this message across to patients as much as possible.

4. Care Quality Commission

Margaret advised that the CQC will be coming to inspect 10 practices in South Tyneside as from April. We do not know which practices but will receive a couple of days' notice of any intended visit. The CQC are very keen to get feedback from patients and talk to patients about the service and our Patient Reference Group Members. Margaret wondered if one the Group would be interested in being part of the Team if we get a visit. Bob Wilson, Vera Skipper and Dorothy Richardson all volunteered.

Margaret also asked if our members could give feedback on their experience when they visit the surgery. This is to try and see if we need to improve in any areas.

5. New Service

Carol advised that we were commencing a new service to order your repeat medication by telephone. Carol advised that this would be between 1:30 and 3:30 every day. A poster was produced to advertise the new service and this was passed around for any comments. The only suggestion was to add on that it would be 48 hours.

6. Review of Complaints

Emma went through a couple of patient complaints which were both focussed around the lack of appointments and having to wait. It was hoped that this will be resolved with the review of appointments.

7. South Tyneside Clinical Commissioning Patient Reference Group

Bob gave a summary of the meeting he attended:

Prostate Cancer Screening: concerns voiced over no screening programme for this and no positive steps to create one. Bob wondered why GP surgeries could not offer this simple screening test.. Margaret advised that anyone can ask for this but we do not routinely do this. Carol advised that we have recently just done an audit around the prostate and when to initiate the blood test. The audit/review threw up concerns about the test.

Diabetes Blood Monitors: These were also discussed and it had been asked who initiated these as they were not very good. Also the disposal of the sharps and do the surgeries do this. Carol advised that

TRINITY MEDICAL CENTRE

this had come from the CCG and the surgery had no say in the matter. However, patients can collect a sharps box from the surgery and return it to the surgery until better arrangements can be made.

Quality of Care in Asthma children was discussed and does the surgery give advice on their condition. The general feeling was one of despair. Our nurses are trained in Asthma and should be giving advice etc.

The pioneer work around Eat Well, Eat More and Live Longer was also discussed advising that men in the North die 10 years younger than the South. This raised the question of why men are not screened for prostate cancer and told that it is up to NHS England to take this forward as they plan all screening programmes.

The new hub was discussed again and further information can be viewed on www.southtyneside.gov/article/24965/health

Vulnerable people who fall down can get physio at Perth Green who also offer a good multi-disciplined team.

Dr Hambleton spoke about the new out of hours GP service which would be open from 10 – 10 at the new hub. The procedure would be to call 111; speak to a GP; Go to walk in centre or request a home visit.

Bob was thanked for his very detailed summary.

8 Date and Time of Next Meeting

Tuesday 9 June 2015 at 6.15 pm at Trinity Medical Centre