**GRANGE REVIEWERS**

**MEETING 12TH FEBRUARY 2013**

**AGENDA**

**WELCOME AND INTRODUCTIONS**

Fran Draper, Helen Burger

Ann, Margaret B, Christine, Mike, Chris, John, Brian, Noelle, Pat, Steve, Martin, Terry, Don, Margaret G, Adrian

Apologies – Julia, Mary

**OVERVIEW OF RESULTS OF SURVEY AND PATIENT COMMENTS**

Members had received a copy of the survey results and comment prior to meeting.

There were a few negative comments regarding staff and appointments, but this was balanced out by positive comments.

**KEY POINTS**

**Staff**

Survey Q1 – How helpful do you find the receptionists – this could be misleading – if a patient has not received an appointment to suit, they could perceive this as not being helpful, even if the staff member has been helpful in trying to accommodate the patient.

It was interesting to see that there were a few patient comments saying that the staff are unhelpful on the telephones but the reception staff are good. There is a possibility that a patient could ring up in the morning and speak to a staff member, and see that same staff member in the afternoon on reception.

The staff need some extra training. We will look into the possibility of doing training courses in telephone/customer service.

Would like staff members to identify themselves over the phone, this could help break down barriers and seem more approachable.

**Appointments**

With 17000 patients and 10 GP’s (8 full time equivalent) and 3 Nurse practitioners- do our appointments meet demand?

The practice list is open to all and cannot be closed.

Do a permanent display in waiting room of each GP and which days their clinics are. Also update website.

There is a huge amount of appointment time wasted by patients not attending. Last month there was a total of 36.5 hours of missed appointments for the GP’s and 46 hours for nurses.

Patients who do not attend appointments – Patients are removed from the list if they regularly do not attend. They are given a warning after 3 missed appointments, stating that if they do not attend another appointment they will be removed from the list. If they do not attend again, we inform the health authority, who write to the patient to say that they will be removed from our list in 30 days (this is to allow them time to register with another surgery). The patient is then automatically removed from our list after 30 days if they have not registered with another practice.

We had a discussion over providing weekend appointments as per many retail businesses. GP’s used to provide the out of hours service now provided by NHS Direct, but this service was contracted out by the NHS several years ago. The point was made the GP’s do have family lives and if they worked weekends this would reduce capacity during the week.

It was agreed that Saturday/Sunday appointments are not something that we will provide.

Patients are asking for lunch time/early morning/late evening appointments. We are looking into the appointment system, where we can make changes and will discuss options with the doctors.

There is no problem getting to see a doctor if you ring up on the day, it is booking for a specific doctor on a specific day that is causing problems. We currently have 4 weeks’ worth of appointments on the system for the GP’s. To review the system for booking appointments ahead. If we provide appointments in advance of four weeks, the do not attend rate goes up further.

**Website – prescription/online bookings**

Mixed reviews on the online appointment booking service. Not enough choices of appointments/doctors. We will look into the online setup and try to ensure that a better mix of appointments are available.

The online prescription service seems to be popular, with minimal problems. Another option for requesting prescriptions is via systmone online, accessed via a login that we need to create for the patient.

We will promote the website to our patients as there is a wealth of information on there, which could help reduce the phone calls to surgery.

**Text service**

Reminder service useful – appointment reminders are sent out at around midday the day prior to the appointment. Some member said they do not always receive a reminder. We have had intermittent problems in the past where reminders had not been sent, but have rectified the problems immediately.

Confirmation texts sent out immediately an appointment is booked, if mobile number is recorded and correct.

**Car park**

We realise that car parking is problematic, especially for elderly/disabled patients. We are in the process of getting the lines and bays remarked as it is not clear that the 4 bays closest to the surgery are for disabled users.

We have also noticed that the staff from the Fartown Health Centre are parking in the patient parking areas. We will advise the health centre that the parking is for patients only; we will also get signs made to say that the car park is for use by patients only.

**Any other comments**

Toilets not clearly signposted – Action: we will put signs indicating the location of the toilets.

Reading material in waiting room – unfortunately due to infection control, we cannot provide magazines etc in the waiting room.

Blood Testing – why are there no clinics at the Grange any longer?

Urgent blood samples are taken by healthcare assistants by request from the GP only.

**FUTURE MEETING** – Dr Care to do talk on ‘a day in the life of a GP’

Joanne – to present the complexities of the appointment system?

**ANY OTHER BUSINESS**

The group would like a GP to attend meetings regularly. Also would like to attend meetings that we have with the GP’s.

It was suggested that we need a chairperson from the patient members – Martin was unanimously voted in as chairperson.

We will have regular meetings every two months with the patient group.

Profile of survey – translate to other languages for next survey, to increase representation of more ethnic groups. To target young people also.

Discussion over the appointment system being a barrier to patients booking appointments. To review the structure of appointments.

Need responses from GP’s to actions/discussions.

Need responses from Admin Meetings and record that discussed with Admin. See minutes of staff meetings.