**GRANGE REVIEWERS**

**MEETING 4th FEBRUARY 2014**

**MINUTES**

**WELCOME AND INTRODUCTIONS**

**Attendees:** Fran Draper, Helen Burger

Martin Hellewell

Christine, Ann, Julia, Rosalie, Mike, Adrian A, Noelle, Terry, Cath, Margaret, Mary

Unfortunately, due to an extremely busy “urgent clinic”, no doctor could attend the meeting.

**SURVEY AND ACTION PLAN:**

It was agreed that the results are vastly improved over last year’s survey.

The main areas of concern are: appointments (lack of, availability with GP of choice) and staff manner (rudeness, not helpful).

There is a frustration with our patients trying to phone at 8.30am for appointments for that day and lines engaged till 9, only to be told no more appointments unless urgent. This could be leading to the perception that the staff are unhelpful, which is frustrating for the staff because they can only offer what is available.

**Suggestion from group:**

- Possibility of staff “shadowing” at other practices to see if things are done differently there.

- Is there any way to compare how our surgery compares to other surgeries in the area?

- Staff could benefit from ‘conflict handling’ rather than ‘customer care’ training.

- Telephone system - if calls were recorded we would have a fall back for staff and patients if there were any disputes. It was also suggested that we have a “press 1 for appointments”, “press 2 for results”, etc, and then callers are directed to the correct person.

- Traffic light system for patients. Green – happy to see any GP, Orange – would prefer female, etc and red – patient would like to see the same GP for all issues.

- Did not attend patients – more needs to be done about this. Text reminders do help, therefore promote the service more and get up to date mobile numbers from patients.

**REVIEW OF LAST YEARS ACTION PLAN:**

Some of the receptionists have been to call handling training this year and all staff are taking part in mandatory training in March, which will deal with team building and recognising their strengths and weaknesses.

So far we have registered 885 patients for SystmOnline, which is about 5.2% of our practice population. We had advised patients that use the old method of ordering prescriptions via our website that it would become obsolete as of the 31st January 2014. We have now put a message on to say that patients will only be allowed one more prescription request and will have to register for SystmOnline.

I sent out emails to all patients who were using the old system advising them that they need to register for SystmOnline. We will be removing the functionality on our website at the end of February 2014.

**WINTER PLANNING:**

**Evening Review** – Doctors are putting patients that they see or speak to who they think are at risk of ending up in A&E on an evening review list – they contact the patient to see if they are improving or anything if else needs doing to prevent them attending A&E during the night.

**Saturday opening** – 22 practices throughout Huddersfield are participating in the Saturday opening scheme. It is for urgent cases only and the idea behind it is that we would take calls from the OOH’s service and A&E for patients who could be dealt with in the GP surgery. Patients can also ring directly for urgent appointments. The Saturday clinics have been run from the 7th December – 1 March 2014, and are being run from the Keldregate branch.

**APPOINTMENTS:**

There has been a CCG initiative and 30 practices have taken up the offer. A team from the CCG has worked with practices to see where changes can be made to our appointment systems. We have completed an audit and review of our appointment system and the recommendations are:

- Offer appointments for up to 6 weeks ahead.

- More appointments to be made available for online bookings.

- Patients to be offered an appointment with a GP of their choice 3 – 5 days ahead.

- Offer more telephone consultations.

- Home visits to be done earlier in the day.

- GP’s to do 3 shorter surgeries throughout the day.

- Cut out the “urgent Clinic” and have a mix of on the day and book ahead appointments for each GP.

We are planning to have finalised the change of appointment system by June 2014, but you will notice small changes before then.

**GREATER HUDDERSFIELD CCG PATIENT GROUP:**

Martin and Margaret have attended meetings in the past. The next meeting will be on the 27th March 2014 at 10.30 at the Textile Centre. Further information can be found on the Greater Huddersfield CCG website - [www.greaterhuddersfieldccg.nhs.uk](http://www.greaterhuddersfieldccg.nhs.uk)

**CONTINUOUS FEEDBACK/FAMILY AND FRIENDS TEST:**

We are no longer obliged to conduct an annual patient survey as such, although we can do surveys for our own purposes. It is likely to be replaced by something similar to the Family and Friends Test conducted at the hospital. You can find further information on the GHCCG website: <http://www.greaterhuddersfieldccg.nhs.uk/get-involved/friends-and-family-test/>

**ONLINE ACCESS TO PATIENT RECORDS:**

We are participating in a pilot scheme which allows patients registered with SystmOnline to have access to their medical records. We have invited a small number of our patient group members to participate. A GP still has to give the final consent as to whether an individual patient should have access to their records. At this moment in time we do not expect to allow patients to have access to their records, we are just participating in the pilot scheme till the end of March 2014. Those patients who have participated in the pilot will have their access to medical records revoked after this time.

**NEWSLETTER BY PATIENT GROUP:**

This agenda item was postponed until the next meeting.

**AOB:**

Julia mentioned that there is no option to nominate a pharmacy when ordering prescriptions via SystmOnline. I have looked into this matter and most patients registered for SystmOnline already have a pharmacy nominated for electronic prescribing (the prescription is sent electronically from us the nominated pharmacy). Most patients on regular repeat medication do have a nominated pharmacy or are signed up to a pharmacy for collection of their repeats. If a patient does not want to sign up with a chemist for electronic prescribing and they prefer to use a specific pharmacy, they can inform us and we can add their preferred pharmacy to their records so when we print a prescription it will show which pharmacy they use. These prescriptions are filed in a separate box for when the pharmacies come to surgery to collect prescriptions. It has always been our policy that it is the patient’s responsibility to inform the pharmacy that there is a prescription ready to be collected, unless they are signed up to electronic prescribing. If you are unsure whether you are signed up for electronic prescribing please ask at reception and they will be able to tell you. If you would like to nominate a pharmacy for electronic prescribing you need to do this via the pharmacy.

**Singing doctor tells when to use A&E**

A new video on YouTube provides an amusing take on dealing with inappropriate use of Accident and Emergency time. The video can be found at <http://www.youtube.com/watch?v=ffT1orYXdcI>.

**Date of next meeting: Tuesday 13th May at 17.30**