**Grange Reviewers Meeting**

**Tuesday 3rd March 2015**

**Minutes**

**Attendees**

Fran, Jo, Nicola, Martin, Pat, Christine, Ann, Winifred, Vivienne, Douglas, Brian, Cath, Portia, and Adrian.

**Apologies**

Chris, Terry, Margaret, Noelle, Mary, Melissa, David and Mike.

1. **Actions from previous meeting**

To look at making telephone consultation appointments available to book online. Jo explained that the GPs were not really happy for this to go ahead. They feel it is important that patients speak to a member of staff in order to book a telephone consultation.

To put a notice up in the waiting room for patients who do not have access to a computer. This has been done and the information from the website is now available on the notice board in the main waiting room and in the red zone.

Friends and Family Test: - to bring the results to the next meeting. This will be discussed later in the meeting.

1. **Website**

Amendments have been made to reorganise the website. This is phase 1, and phase 2 will be to redesign the layout of the website.

Martin has rewritten the home page in order to make it more accessible for patients. We would like to add two more tabs across the top of the website. The first would have information about self-help and how patients can look after themselves. The second would be a community page so that patients know what is available for them elsewhere. Unfortunately we cannot do this on the current website, as we are very restricted with what can we can do.

On the appointments page we have put a checklist of problems / issues, and what to do / who to contact, with a link to the minor ailments scheme.

A discussion followed about the minor ailments scheme, and how effective it is. A suggestion was made about getting feedback from the pharmacies who comply with the scheme. This would include the sort of things they are dealing with, and if there is any inappropriate use of the scheme. We could then do a drive on promoting it, with comments from patients about how accessible and useful it is. We would emphasize that the scheme is free. **Action – Jo.**

Concern was expressed as to whether the GPs are mentioning to patients when they are seen in surgery that they could have gone to the minor ailments scheme. This would help reinforce what the receptionists are telling patients. Unfortunately this does not always happen.

Registration forms are now available on the website for new patients to download. They can ring the surgery to book a registration appointment instead of coming into the surgery to do this. The form also stresses that the patient needs to bring ID with them to the registration appointment.

Feedback would be really helpful, so if anyone wants to have a look at the website and then give feedback, that would be great.

1. **Keldregate**

It was decided that due to resources, both within the admin and clinical team and lone working issues, we would have to close the branch surgery on a Friday afternoon. The proposal was put to NHS England and they suggested that we share it with the patient group. We are currently trialing this. Since Dr Oliver left the practice we have not been able to provide a GP clinic there on a Friday afternoon. Due to health and safety reasons we cannot have a member of the admin team down there on their own. So far we have not received any negative feedback about this from patients.

A question was asked as to what patients use the Keldregate surgery for when there is no GP or nurse there. The main reason is to order or collect prescriptions.

A suggestion was made as to whether a service or surgery could be moved from the Grange to Keldregate on a Friday afternoon as this may ease the demand at the Grange. It was agreed that we would monitor any complaints, and consider this if the matter arose.

1. **Friends and Family Test**

This commenced on the 1st December 2014 and the comments received were e-mailed to everyone along with the agenda. It was noted that a lot of the comments seemed to be based around the rudeness of staff, and patients being asked why they want to book an appointment. The question was asked as to whether this was due to the new appointments system or a continuation of an existing problem. Patients do not want to discuss problems in the waiting room. Jo explained that every day at least one member of staff is verbally abused or swore at either face to face or over the phone. If patients were booking appointments in advance then no one would question why they want an appointment. If a patient asks for an urgent appointment on the day, they will be asked what the urgency is. This is so that we can signpost them to the relevant service, i.e. minor ailments clinic, minor ailments scheme or telephone consultation. It was suggested that could something be put on the website to reiterate this. **Action – Nicola/Jo.**

A question was asked as to whether staff had a script to follow when questioning why patients need an appointment. Jo and Fran explained that yes staff do, but it seems that staff are not following it. We are going to doing a refresher session. **Action – re-word the script for admin to say and do a refresher session – Jo/Fran.**

A comment was also made about having somewhere private to speak to patients should they not want to discuss their problem at the reception desk. This can be done as we have a room just off reception. **Action – to put up a sign in reception to this affect – Jo.**

A comment was made that some receptionists are not saying their name when answering the phone. This will be mentioned in the refresher session.

Fran explained that from the comments provided in the friends and family test, the surgery has to provide a report. This has to be done by the end of March and the results will be published on the website.

Another issue seemed to be with online booking and ordering prescriptions. A comment was made by a member of the group that 9 times out of 10 when he order his prescriptions online they were not ready when he came to collect them, and despite putting one of his medications in the comment box it was always missed off. **Action – Nicola to speak with systmone and see if the comment box can be moved higher up the screen. Nicola to make sure admin are checking for comments when dealing with the prescription requests.**

1. **Staff update**

We are currently recruiting for a new GP but so far there hasn’t been a lot of interest. Fran and Dr Ford are going to an event next week which is aimed at newly qualified GPs. Fran asked the group what they thought our USP (unique selling point) was:-

* Supportive team
* Senior GPs are excellent
* Modern renovated premises
* Forward thinking practice
* University town
* Good schools in the area
* Good quality of life, lots of greenery
* Really good supportive patient group
1. **AOB**

We are having new seating in the waiting room next week. There will be a new layout, with the seating facing away from reception. Hopefully we will also be getting a new TV screen on the wall with patient information.

A comment was made about what time the surgery closes and what time the phones go over to out of hours. On the website it says 6.30pm. Jo explained that the surgery shuts at 6.30pm but the phones go over at 6.15pm. **Action – Nicola to update the website.**

**Date of next meeting – Tuesday 16th June 2015 at 5.30pm**