**Patient group meeting**

**5th December 2017**

**Attendees**

* Dav
* Nicola
* Lisa
* Martin
* Noelle
* Doug
* David
* Adrian

**Apologises**

* Mohammed
* Winifred
* Cath
* Angela

**Actions from previous meeting**

The noticeboards in the waiting room have been rejigged and the patient group commented that they look dramatically better.

At the last meeting the question was asked about displaying leaflets from non-profit organisations, Dav explained that unfortunately this has not been discussed with Fran yet. A comment was made that we could put up a disclaimer notice explaining that we do not endorse the leaflets.

**Action – Dav to discuss this with Fran and to bring to the next meeting.**

Dav explained that a meeting had been planned with Dr Ford regarding phased appointments online but unfortunately the meeting had to be cancelled. Another meeting has been rescheduled for next week. Dav explained that ideally we would still like some control over the same day appointments but we are looking at making all routine appointments available online. At a meeting this afternoon with some of the local practices there was a discussion with surgeries that already do this and the DNA (did not attend) rate is no worse. There is going to be a big push again next year to increase patients registered for online services.

Dav explained that we are still having problems with getting the TV screen up and running to show promotional videos. We are also looking at moving the TV screen sothat it is alongside the other TV screen which is used to call patients into the doctors’ rooms. Suggestions for videos were blood donation, flu and Christmas closing and making sure patient have enough medication for the festive period.

Dav explained that hopefully this week we are getting a new checking in screen. We are considering relocating it as it has been causing congestion due to it not being very reactive. It seems like patients are being put off from using it. A suggestion was to move it to the right of the main doors. Another suggestion was that when the new one is installed have a receptionist do some promotional work with it and make sure someone is available to help patients use it. One suggestion was to ask members of the patient group if they would be happy to come in to help promote the check in screen with patients.

**Action – patient group members to volunteer to demonstrate the self-check in screen.**

Dav spoke to the pharmacy team about discharge summaries and medication and the issue raised at the last meeting has now been resolved.

Dav explained that the pharmacy team are looking at a different way of doing medication reviews which will hopefully start in the new year. When a patient is due a medication review they will get booked into a telephone appointment with a pharmacist, they will ring the patient and do the review over the phone. If for any reason it cannot be done over the phone then the patient will get booked in for a face to face review.

At the last meeting Dav was asked to get some statistics about the website. During the last 90 days we experienced a large number of visitors to the home page and online, with much less to the rest of the website. Dav asked the group what their thoughts were on scaling the website back; do we only need to have what clinicians are available and how to access them? A discussion followed regarding this and a comment was made that we need to ask the question what do we want from the website, how much time and effort is the surgery willing to invest in it and we need to start to looking at it as an investment rather than an expense.

Dav said he would look into how the website is structured and to maybe look at getting rid of the pages with not many hits. The patient group thought that self -care information is a useful page to have and to have links to you tube videos. The patient group were aware that a lot of self-help information is available on NHS Choices and we should not reinvent the wheel.

A suggestion was to do a survey and ask patients what they want from the website.

**Compliments**

Since the last meeting we have had a few compliments about our nurses, saying how down to earth, understanding, helpful, sensible and good at explaining things.

We have had a few compliments about how efficient the flu clinics were run this year.

A patient wanted to say she was quiet disappointed with some of the negative reviews online and wanted to say how lovely the surgery is and that it has encouraged her to leave a review on the NHS choices website.

Another patient wanted to compliment a member of the admin team for the way she dealt with her phone call.

The patient group suggested that we put all compliments on the website, along with some complaints explaining what we have done about them.

**Complaints**

We had one quite serious and labour intensive complaint regarding a patient with lung cancer who also suffered with leg pain and had repeated contact with the surgery about the leg pain. There were a lot of issues but the main complaint was regarding the end of life care. There is a template on the clinical system for end of life care and all clinicians have been reminded to refer to this and keep to keep it updated. We have learnt quite a lot from this complaint. The response was 25 pages long.

At the last meeting we discussed a complaint from a patient who had gout and was challenging his treatment for this. The patient has now gone to the Ombudsman and has more issues he wants to complain about. The complaint and response will be reviewed by the Ombudsman.

**Self-care week**

This was in November and it was an NHS wide scheme to encourage patients to look after themselves.

**Care navigation update**

This was touched upon at the previous meeting, this scheme has been up and running in Wakefield for 2 years now. It will involve receptionist’s signposting patients to the most relevant service for them within and also outside of the practice. A comment was made that it is a lot to ask of the receptionist. Training will start in January. Patients can still choose to reject the signposting but it is hoped this will help patients navigate the care system and could potentially free up GP time.

**Supporting Sustainable General Practice Scheme**

The aim around this is to improved access and quality and has been touched upon throughout the meeting in the other areas that have been discussed. The patient group were pleased with the work we have done together and this is evidenced in previous meeting minutes.

**Pharmacy team overview**

The pharmacy team have asked for feedback as to what patients want from them and the accessibility of them. A suggestion was for them to go through the list of medication and explain what each drugs are for when undertaking a medication review. Another suggestion is that they make sure patients are on the correct drugs, that they are working for them and that patients know what they are taking them for. A comment was made that most patients want to reduce their medication rather than increasing it.

Another suggestion was to have more face to face contact with the pharmacy team. A comment was that patients find it useful when they see a pharmacist during the diabetic check.

Another comment was for the pharmacy team to do some work around steroid use and educating patients on steroids.

**Wound care**

This is a new scheme which is based around how we deliver wound care as there are varying skill levels. Level one wound patients would be seen by nurses and level two patients would be seen by a more skilled practitioner. Initially we were going to see patients from 6 local surgeries but we are just seeing our own patients now. That is the latest update as the service is being redesigned.

**Staff updates and recruitment**

Not a great deal to update on. A member of the admin team has increased her hours. We are also looking at developing Tracy, Jo, and Kelly-Anne’s admin roles within the practice, to provide them with more insight into how the practice works and coding of patients records.

**AOB**

No one had anything to discuss.

**Date of meetings in 2018**

* Tuesday 6th March at 5pm
* Tuesday 5th June at 5pm
* Tuesday 4th September at 5pm
* Tuesday 4th December at 5pm