**Patient Group Meeting**

**10th January 2017**

**Attendees**

* Dav
* Nicola
* Lisa
* Martin
* Julia
* Pat
* Adrian
* David
* Doug

**Apologies**

* Fran
* Noelle
* Cath
* Angela
* Winfred

**Actions from previous minutes**

An action from the previous minutes was to look at the appointment availability online and at lunchtime. Dav informed the group that Dr Jane Ford is going to be looking at the appointment availability when all the doctors are back from annual leave.

The promotion of online access is still ongoing.

Fran was going to see if she could find out if there were any walking groups already available locally. Adrian is interested in setting one up but it will be in approximately 6 month’s time. Julia attends a gentle exercise group in Beaumont Park, she enquired to see if they knew of anything locally but unfortunately they did not.

**Action – ask Linda if she is aware of any exercise or walking groups in the area.**

**Action – to invite Linda to the next meeting to discuss.**

**Patient confidentially in the waiting room**

A comment was made regarding a patient that came for an appointment. She saw the clinician and was told that she needed a smear test. She asked the clinician to write down what she wanted so that when she went to the reception desk she did not have to say it. She handed the receptionist the note and she said “oh you want a smear test”, which she felt defeated the aim of it being written down and that the whole waiting room then knew what see needed.

**Action – Dav is going to speak to admin and remind them not to say out loud if something is written on a piece of paper.**

**Complaints / compliments**

Dav explained that compliments and complaints are discussed every two months at our clinical governance meetings. We discuss what we could have done differently and what we have learnt from them.

Below are a couple of complaints from the last clinical governance meeting:-

* We had an incident with an aggressive patient, who used foul and abusive language. The patient has since been removed from the practice. The GP said that it was the worst telephone call she has ever experienced. We discussed how to deal with these sorts of telephone calls in the future.
* We had a complaint from a patient that tried to leave a sample at the front desk after 12.30pm and were turned away as the samples had already been collected. This could potentially delay treatment. Following a discussion it was agreed that this should not happen and that one of the HCA’s could take the sample to the hospital.

We received a compliment regarding home visits. The patient thought that we had provided an excellent service. She said that people are often too quick to complain, but she thought the service was outstanding. Another patient has moved to Glasgow and would like to thank all the nurses, doctors, and clerical staff for all their help and kindness.

Compliments are forwarded to all members of the surgery.

**Action – the patient group would like some figures for next meeting, if possible, regarding how many complaints we receive and if there are any trends in complaints.**

**Practice manager / receptionist training**

Fran asked for this to put on the agenda but unfortunately she is not at the meeting.

Dav has recently done some training with a group of receptionists from all over the area. This included customer service training and what is available. The training went well.

We are constantly reviewing our telephone calls. We aim to listen to them on a weekly basis in order to improve customer service.

**Appointment availability**

Dav asked the group for their thoughts on how we could try and promote our telephone appointments.

We are going to do some training around this so that the receptionists can highlight the service in a positive way, rather than saying all we have left is telephone appointments. The majority of the members of the patient group who had experienced the telephone appointments gave positive feedback.

The new self-help leaflet was shown to the group. One suggestion was to have a QR code on the leaflet so that patients can scan it and it takes them straight to the website.

**Action – NC/ DS / LW to make QR poster linking to relevant pages on the practice website.**

**Update on the repeat prescribing scheme**

We had a meeting at the end of last year with the pharmacy team about how we are going to deal with this and what help would be available for the more vulnerable patients. A worry is how much this will potentially increase our workload. The CCG are hoping that by making cuts in this way that we might break even this year. There has already been a media release in the examiner about this.

**Action – having some information about why this happening so that admin staff can pass this information on the patient.**

A comment was made that there is a problem with online prescription ordering, you cannot order repeats and custom items at the same time.

**Action - Dav will contact system online and report this problem.**

Another problem was reported regarding Boots on Leeds Road. They do not dispense electronic prescriptions unless the patient contacts them to say that they have ordered a prescription. A suggestion was could our pharmacy team contact Boots asking them that a few patients have experienced this difficulty and do they really do it this way.

We are still promoting online prescribing and the work around this is still ongoing. We are trying to encourage patients to sign up by asking them how they are ordering their prescriptions at the moment. We are also looking at arranging sessions so that we can give patient a demo into how it works.

**Action – ask Shohaib how easy it is to swap and change electronic prescription and spilt a prescription.**

**Staff updates and recruitment**

We are still looking for a GP. Fran is in discussions about recruiting another nurse practitioner.

OUT

Charlotte, receptionist, has left us for a job within the police force; she applied for that at the same time as she applied for the position here.

Shabeeha, receptionist, has left us to go to university.

Sue, receptionist, will be retiring in March.

IN

Tracy, receptionist, started just before Christmas.

We have put an advert on the website and in the examiner for more reception staff.

**AOB**

A comment was made that on the notice board in the waiting there is notice regarding the complaints procedure being available in different languages. This is in capital letters and could it be changed to lowercase.

**Action – Nicola to change the complaints procedure from upper case.**

The patient reference group network meeting was on the 2nd February. Martin will forward the minutes to Nicola to send out.

**Dates of the meetings in 2017**

Tuesday 9th May 2017 at 5pm

Tuesday 5th September 2017 at 5pm

Tuesday 5th December 2017 at 5pm