

09/10/13

Patient Participation Group

Attended by:

Staff

Dr Razwan Ali

Helen Fahey Practice Nurse

Melanie Hnatkiwskyj (HCA)

Patients

Mr David Holmes

Mr David Born

Mr Edward Spearman

Mrs Beryl Spearman

Mrs Wendy Walker

Topics covered and comments:

- 1. Appointments:** Patients voiced their happiness with the availability of same day appointments. In the future the practice may consider a move towards appointments being available early morning or late evening to accommodate those who work.

Availability of online appointments and repeat prescription requesting online were explained. Appointments could be booked up to 6/52 in advance, with 20% of appointments available using this method. Dr Ali explained how easy it is for patients to register for this service and reassurance their booked appointments will be sent via text messages to their mobiles.

The majority of patients are happy with having their initial appointment booked with the Practice Nurse knowing that a doctor is available for further assessment should this be required. Some patients did voice that a Doctor's appointment for complicated scenarios was more appropriate rather than seeing a Practice Nurse. Dr Ali reassured this could be easily accommodated. Furthermore it was explained appointments for chronic disease reviews were not segregated into separate clinics to avoid wasted appointments if some patients did not attend. These types of appointments are to be routinely booked with the appropriate practice nurse. Some patients would like to discuss more than one problem with the doctor. Dr Ali explained if they felt this was necessary to book a 20min appointment with reception but did caution it would not be possible for all appointments to be of this duration given the obvious disruption to the appointment system.
- 2. Expensive Surgery Telephone Number:** Patients voiced their happiness with the new 01484 telephone number but unhappy with waiting a long time on the old telephone number only to find being cut off once they reached the receptionist. Dr Ali explained we will contact the telephone company to find out why this is happening and suggested that patients can ring later in the morning and would still be able to get an appointment for later that afternoon.

3. **Greater Huddersfield CCG** One patient voiced wanting a brief understanding of who own the hospital trusts and how they worked. Dr Ali very politely explained this topic is beyond the scope of the schedule meeting today but did give a brief explanation to the question raised.
4. **Surgery as a whole:** Overall patients are happy with the service provided, car parking facilities, clean comfortable conditions of the surgery and helpful staff. Helen explained why the benches in reception are not as comfortable as some patients would like (due to Infection Control policies)
5. **Doctors Retiring:** Dr Ali explained he will try to ensure a smooth transition when both Dr Selbie and Dr Watts retire at the end of March 2014. One patient asked which doctor they would subsequently be registered with. Dr Ali explained they are registered with the practice, not an individual doctor.
6. **New web site for surgery:** Dr Ali explained information is now available on the new web site and how this can be accessed. The pending flu clinics times and dates are also included on the site.
7. **Closing times on Tues/Wednesday afternoons:** A patient asked why we could not try to close on one full day instead of two afternoons. Dr Ali explained that Wednesday afternoons has always been closed since the surgery started although emergencies are seen during this period. Tuesday afternoons are closed only once per month and this applies to all surgeries in the region. This is for Clinical governance meetings or Practice training sessions.
8. **Blood samples at the surgery:** Those Patient taking closely monitored medication prescribed by the hospital queried why they could not have their blood samples taken at the surgery. Helen explained toxic medications needs very close monitoring and this is done via the hospital. Moreover, unfortunately not all patients are compliant with keeping up with regular important monitoring and it would be dangerous for patients to keep obtaining repeat medication without this close monitoring through blood tests at the hospital.
9. **DNA.** Dr Ali explained that a lot of appointments at the surgery are wasted through patients not attending. This is also happening with hospital appointments too. Dr Ali explained the strict policy adopted by the surgery as a result with those who DNA 3 times being removed from the surgery list. All agreed this is an expensive waste of resources and should be dealt with firmly.
10. **CQC:** Dr Ali explained that we and all doctors' surgeries are regulated through this governing body and can be inspected at any time. We all take care to ensure everything is up to date with policies in place and that patients are well cared for. We encourage any feed back or suggestions for improving our services further.
11. **Questionnaires:** Topics suggested and agreed are: Clinical Care, Appointments, Reception (Premium line number) Opening times, DNA's general Knowledge. Dr Ali

will organise a questionnaire to issue to patients. Once the information has been collated copies of the findings will be given to all present at the meeting today. Opportunities will be given to discuss this outcome at the next meeting to be arranged in February 2014.