

DERBY ROAD HEALTH CENTRE

Patient Participation Group Meeting

“Your Voice”

Monday, 12th January 2015 at 5pm

Minutes of the Meeting

Practice Attendees: Louise Perkins (Practice Manager)
Anna Benner (Practice Assistant)

Patient Attendees: Stephen Hyde (Chairman), Robert Kirkwood, Dawn Hazle, Corinne & Albert Hayes, Glynis Randle, Chris Kerry, Margaret Gotheridge,

Apologies: Rupert & Hazel Sadler, Albert Hayes, Miss Jean Eyre, Alan Gough, Harry Hatton, Keith Morris, James Brown, Paulette Williams, David Skinner, Patrick Randle

Agenda:

- 1) Appointments System including Responsiveness Audit - LP
 - Patient contact over one week was monitored and logged and the information collated. The survey was organised by the CCG (Clinical Commissioning Group) to look at how efficient and satisfactory the appointment system worked. Unfortunately, the company assessing the data only offered one solution to improve appointment availability, which DRHC felt was not appropriate. Louise has a meeting with the CCG later this week to discuss this and look at other options. We will keep you informed.
- 2) Progress with Missed Appointments - DNAs (Did Not Attend's)
 - Cancelling appointments by text started on 24th November 2014

	DNA's	Cancelled by Text
October	333	n/a
November	223	16
December	211	53
January	43	16
 - The text message was changed recently to be more specific: e.g. text the single word 'CANCEL', as some patients were adding other text/numbers/dots etc which meant the automated system did not recognise the message and so did not cancel the appointment.

- Cancelling via text has shown to be quite effective and has been highlighted on the website, Facebook and in the January newsletter. – ACTIONED
 - MJOG – this software programme is attached to SystmOne, our clinical system and has been extremely useful for messaging patients' information: e.g. appointment reminders, update regarding the 0115 number, etc. Funding has been granted for 12months and we will have to wait to see if this continues.
 - Patients who DNA 3 times receive a letter from the practice. ACTIONED
- 3) Friends & Family Survey
- This is currently on-going indefinitely, introduced by the CCG and DRHC are encouraging patients to fill in the cards. PPG has kindly completed the cards to help give their feedback.
 - It has also been added to the patient survey to encourage more responses.
- 4) Patient Questionnaire/Survey - Feedback from PPG
- Friends & Family form and also Electronic Prescribing has been added to the questionnaire.
 - Various suggestions for changes to the questionnaire as suggested by the PPG: - TO ACTION
 - Reception - change wording from respectful to courteous
 - Distinguish between 'your visit today' and general questions
 - Add noticeboard question
 - Suggested GP/Nurse/HCA hand out to patients if possible.
 - PPG have suggested a text message to inform patients of the survey on the website and include web address – TO ACTION
 - Will roll out in January and aim to get 4-5% of patients.
 - Currently AQP (Any Qualified Provider) survey is being rolled out.
- 5) Complaints and Grumbles and Significant Events
- Complaints Graph discussed by the group.
 - Complaints are various and not in one particular area, complaints have been discussed at DRHC team meetings and any improvements of procedure and learning points have been duly noted.
 - DRHC striving to inform patients and the noticeboard gives information about how to make a complaint.
- 6) Patient Communication – Newsletter, etc
- Newsletter discussed – overall satisfaction with content and information.
 - Difficult to find Newsletter/PPG on the website – TO ACTION
 - To increase awareness of the 'News & Updates' emailing list – TO ACTION
 - Texts – to be used as and when necessary but not to bombard patients with too many texts. Texts to be sent for Patient Survey but not for Friends & Family.
- 7) Boots Pharmacy
- Opening Times 8.45am to 6.30pm

- AB to write a letter to Boots Pharmacy from SH to discuss bringing opening times in line with DRHC per PPG request, e.g. early morning opening Tuesdays and Fridays. – TO ACTION

8) AOB

- Helpdesk for clinical system
 - Support is not provided at the same time DRHC are open but we have not control over this as the support is provided by NHS England.
 - LP to email 'Business Relationships' to lobby for better support –TO ACTION
- Virtual PPG Members
 - In the January newsletter but to be promoted on the website, Facebook and waiting rooms – TO ACTION
- Changes in Staff
 - Informing patients of staff changes, e.g. when a Diabetic Specialist Nurse leaves the practice. Adding information to Personal Recall letter, NV & IH have been working on this. Ongoing.
 - Any changes are added to the Patient Newsletter and posted on the website/facebook.
- Wollaton Leaflet Drop – promoting new patients
 - Update – to be arranged for this January/February – TO ACTION
- Patient Information
 - Are we just signposting patients to the internet?
 - Are we ensuring that patients are kept informed of resources available for their health and offering adequate and helpful information?
 - LP reassured group that we do not just refer patients to the internet and that we have lots of relevant information leaflets which are given to patients. We also have a book of Self Help Groups in the waiting room and behind the front desk which gives the contact details of various support groups.
- Repeat Medication
 - AH had experienced the attached pharmacy Boots collecting repeat medication when he did not need all of the medication; however CH has suggested there was some confusion over new medication since being in hospital. AH to check medication with GP.
 - GR mentioned her husband also had a similar experience.
 - It's important that patients stipulate to the pharmacists what medication they require to ensure that prescriptions are filled correctly.
- Photo of Practice Manager
 - SH suggested that Louise have a photo in the waiting room so that patients could see who their new practice manager was and this was ACTIONED after the last PPG meeting.

9) Next Meeting: Monday, 13th April 2015 @ 5pm