

Meeting Minutes

16th January 2016

Attendees – Rise Park Surgery Staff

Staff	Role
Dr Margaret Jones	GP
Jo Hynes	Patient Services Manager
Roxanne Buckley	Administration
Jackie Haw	Nurse
Linda Oakes	Receptionist

Agenda

- Welcome by Dr Margaret Jones
- Tracie Baker Introduction – Patient and Public Engagement Co-ordinator - Nottingham CCG
- Feedback from the Open Morning
- PPG Objectives 2015-16
- Days & Dates for future meetings
- Meeting Close

Due to personal circumstances Tracey Baker was unable to attend the meeting but will hopefully attend a future meeting.

Feedback from Open Morning

Discussion / Feedback	Action/Result
<p>Patients</p> <ul style="list-style-type: none"> • Very busy • Unable to navigate around surgery • Informative • Beneficial • Confusion / Felt mislead way was advertised <p>Surgery</p> <ul style="list-style-type: none"> • Practice felt Open Morning was beneficial as a lot of patients got to learn about us and how we operate as a surgery • Understanding that we didn't expect such a great response therefore wasn't prepared • Couldn't give enough time to each patient and didn't have enough capacity 	<ul style="list-style-type: none"> • Practice to be more prepared when holding opening mornings • To invite less patients at a time to open mornings • Have more staff present to be able to speak to patients • Possible hold open mornings at a different venue with more capacity

Surgery Newsletter

Discussion	Action/Result
<p>Surgery</p> <ul style="list-style-type: none"> • Surgery to have a newsletter every few months information patients of services or changes to the surgery <p>Patients</p> <ul style="list-style-type: none"> • Put newsletter on website so more accessible • Have newsletters available at the surgery as there was none out when a patient came in to collect one 	<ul style="list-style-type: none"> • To make sure newsletters are available permanently in the patient waiting area • To put the newsletter on the website in PDF format for patients to access • To email patients who have signed up to the email service the newsletter when a new issue is made • Aim to have a newsletter twice yearly

Surgery website

Discussion	Action/Result
<p>Patients</p> <ul style="list-style-type: none"> • Unable to access parts of the website • If files are not in PDF format it is difficult to view on mobile phones 	<ul style="list-style-type: none"> • To make sure all parts of the website are working • Make sure all files uploaded are in PDF format • To update and change all current documents on the website to PDF files if not already
<p>Patients</p> <ul style="list-style-type: none"> • Are appointments available on the website the same as the appointments available if I called the surgery? 	<ul style="list-style-type: none"> • We are certain they are the same • Appointments available to book on website to be checked and this to be confirmed

EPS Prescriptions

Discussion	Action/Result
<p>Patients</p> <ul style="list-style-type: none"> • EPS service useful and helpful • Some pharmacies not preparing the prescriptions as soon as they are getting them and patients are having to wait in the chemist prepares them • Some chemists are asking patients to call up to let them know when they will need their EPS script for. This is defeating the object of having an EPS service as it is not saving the patient time 	<ul style="list-style-type: none"> • To contact the chemist in question to see why prescriptions aren't being processed until patient is requesting them

Surgery at Bestwood

Discussion	Action/Result
<p>Patients</p> <ul style="list-style-type: none"> • Ill patients have difficulty getting from Bestwood to Rise Park <p>Surgery</p> <ul style="list-style-type: none"> • Unable to fund a surgery at Bestwood • If funding was available and a surgery was built the Surgery would be happy to provide GP's there for a few sessions a week (for example) 	<ul style="list-style-type: none"> • Some patients wanting to get views from other members within Bestwood Community Group and then pass these onto the council

Appointments, Availability and Waiting Times

Discussion	Action/Result
<p>Patient</p> <ul style="list-style-type: none"> • A patient had to wait an hour for appointment • Patients who take longer during appointment to have a notification in their record 	<ul style="list-style-type: none"> • Dr Jones explained why GP's can run late this can be due to an appointment lasting longer than 10 minutes meaning the GP is then running behind or down to some phone calls taking longer than expected • To run an audit to look at the average waiting time of our patients • Patients who need longer appointment times regularly do already have a notification within their record • To review some GP's appointments to make sure appointments are run on time such as Triage appointments
<p>Patients</p> <ul style="list-style-type: none"> • Surgery to have a jayex board in the patient waiting area • Some felt this would save time • Others felt the GP coming out to collect the patient meant a more personal touch • A way to inform patients if the GP was running late 	<ul style="list-style-type: none"> • GP's originally agreed not to have a jayex board as it was better for their health not be sat down for long periods of time • Could be considered to inform patients of waiting times or if a GP is running late • Could put up signs in the waiting room to patients to see reception if they have been waiting longer than 30 minutes

<p>Patients</p> <ul style="list-style-type: none"> • Comments of long waiting times for appointments 	<ul style="list-style-type: none"> • Amount of appointments have been increased recently • Unable to increase anymore or to employ another GP due to funding • Assessor came in to observe appointments and we are doing the best we can with our appointment system
<p>Patients</p> <ul style="list-style-type: none"> • Triage appointments a good service • Are triages for urgent problems only? • What if I need to speak to a GP as soon as possible but I wouldn't class it as urgent 	<ul style="list-style-type: none"> • Triages are to be used to cases where the patient can't wait until the next available appointment • Telephone consultations are for patients who feel their problem could be helped over the phone such as a medication query or reaction

DNA's – Did Not Attend

Discussion	Action/Result
<p>Surgery</p> <ul style="list-style-type: none"> • What could we do when we have persistent patients that do not attend appointments <p>Patients</p> <ul style="list-style-type: none"> • Remove of the list once patients have DNA'd more than twice • To send reminder texts to patients the morning of their appointments and get them to confirm they are coming • Some disagreement to appointment confirmation as they could still DNA after confirming • Charge frequent patients that do not turn up • Send them a firmer letter than what you already are sending 	<ul style="list-style-type: none"> • Very difficult to remove patients as patients can take the surgery to a tribunal and in the majority of cases the patient wins • Very difficult to be tracking patients and their appointments and to set up more frequent reminders or confirmation texts • Unable to charge patients • Agreement to send patients a firmer letter stating the consequence DNA'ing has on other patients and the surgery

Overdue Reviews

Discussion	Action/Result
<p>Patients</p> <ul style="list-style-type: none"> Some patients hadn't been sent for reviews 	<ul style="list-style-type: none"> Only one employed nurse and health care assistant at the moment Unable to send some review letters out due to lack of appointments but urgents will be dealt with In the process of advertising for an extra nurse at the surgery

Privacy at reception

Discussion	Action/Result
<p>Patients</p> <ul style="list-style-type: none"> No privacy at reception Patients can hear other talking at reception even if in the waiting area Could install a partition between reception and the front door Have a hearing loop / special sound system to prevent sound travelling within reception 	<ul style="list-style-type: none"> Partitions could create difficulty for disabled patients in wheelchairs to navigate around partitions Patients who have a private issue can inform reception who can find a spare room or quiet area to speak to the patient To be looked into further and discussed
<p>Patients</p> <ul style="list-style-type: none"> No privacy when using the touchscreen Entering personal information Have known places where automatic log in screen have barriers so other are unable to see information 	<ul style="list-style-type: none"> To be looked into further and discussed

Other Services / Feedback

Discussion	Action/Result
<p>Patients</p> <ul style="list-style-type: none"> • Comment to have chiropody services available at the surgery 	<ul style="list-style-type: none"> • Chiropody available through self-referral • Forms available at reception
<p>Patients</p> <ul style="list-style-type: none"> • Limited / long waits for phlebotomy services 	<ul style="list-style-type: none"> • Unable to have longer phlebotomy sessions as all of our samples are collected at 11:30am each day • We have tried to have a later sample collection but unfortunately this hasn't been accepted yet • We aim to have appointments available with up to 5 days wait
<p>Patients</p> <ul style="list-style-type: none"> • When calling secretaries or results line patients are passed through to reception meaning they have to speak to reception then call back as reception unable to give information • For those phone lines to have a voicemail to prevent being transferred to reception 	<ul style="list-style-type: none"> • To look into putting a voice mail service onto secretary and results phones
<p>Surgery</p> <ul style="list-style-type: none"> • Too many posters, starting to look cluttered • Possible put posters into designated folder around the waiting area <p>Patients</p> <ul style="list-style-type: none"> • Agree posters look cluttered • Hygiene concerns if posters put in folders • Too many posters make posters harder to read and to see 	<ul style="list-style-type: none"> • To discuss putting posters into designated folders – eg. Mum & baby. Over ** age (health checks, flu jabs etc) • If posters are put into folders to be wiped over for hygiene reasons • New spare space to be used to more informative information regarding the surgery or surgery events
<ul style="list-style-type: none"> • Meeting days and times not suitable for everyone 	<ul style="list-style-type: none"> • This is still to be discussed as currently the surgery cannot hold the meetings Monday-Friday. • To be held at another venue in Rise Park during a week day?