

**Park Grove Surgery**  
**Dr C A Bridger, Dr S Chikthimmah & Dr C Tadi**  
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Tel 01226 704343 Fax 01226 785228

**Minutes of Patient Group Meeting 25.03.14 10:00**

**Present**

Michelle Wildsmith  
Sharon Newsam  
Cyril Duffy  
Ann Gillott  
Ian Gillott  
Dorothy Hayward

**Apologies**

Sheila Hayward  
Dana Crooks (advised will forward views by post)  
Jennifer Baker  
Carolyn Clay

**Not in attendance**

Michael Edwards  
Sandra Edwards  
Brian Lowe  
Raisa Morgan

**E Members**

Amy Gillott  
Samantha Harrod  
Vikki Priestley

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Michelle thanked the group for attending.

The group discussed the findings of the survey that had been sent out prior to today and compared them to last year. The main area of discussion was availability of appointments. CD said the problem was getting worse, MW advised that the problem was a local and national problem. DH advised that the GP often asks the patient to come back within a certain timescale and when this has happened and she is unable to book an appointment with that GP then she

asks the receptionist to send a message to the doctor and they have rung her back with an appointment. MW advised that we are 35 GPs short across Barnsley and the group discussed possible reasons for this and why Barnsley couldn't attract GPs. The group discussed the recent publication of GP pay and MW advised that this is not a set amount and expenses have to be taken into account such as premises and staffing etc. CD asked how many surgeries there were in Barnsley, MW 38, CD so approximately one GP/surgery short.

IG discussed how the lack of appointments a problem and has anyone addressed this or tried to sort it out? CD this mentioned at the first meeting and nothing done since then, MW advised can only make reasonable adjustments within our surgery but the group had received literature at other meetings about how to join the CCG Patient Group to influence how the CCG funds are spent locally.

MW advised that there was a service that had been offered to practices called Voice Connects or Patient Partner which was an automated service attached to the phone system so patients could access the service 24 hours a day, 7 days a week. Patients could book, check or cancel appointments, it would send out reminders by text or email for booked appointments and they could order prescriptions.

AG mentioned the DNA rate and was astounded at the figure displayed on the notice board in the waiting area. MW advised that we had continued to send out the warning letters and had removed two patients due to repeated DNA. MW advised that patients are considered on an individual basis as all circumstances were different and then if appropriate we would remove.

AG asked if the telephone service would be manned or automated. MW automated. CD have any other practices tried it, MW yes and had positive feedback, taken 700 calls in one month. CD what about a stacking system, MW was already in place, DH yes it is, CD advised usually gives engaged tone, MW can only stack so many and then will show engaged, perhaps new system would alleviate this problem as some would choose the automated and some the manual system

The group discussed the number of GPs and ANP, MW advised that we would consider increasing GP hours if available or ANP. IG asked if there was a set target/level, MW yes for the number of registered patients, IG and are we at that level, MW slightly low but were trying to increase this. AG suggested that no matter how much we increase DNA would still be a problem and still may not meet demand. CD mentioned the Saturday morning service, MW advised that only 6 practices were doing this in Barnsley.

AG suggested that patients were still not aware that late evening surgeries were available, MW suggested some points for the action plan which were tabled with

the group (see action plan). AG mentioned that appointments are ten minutes and often this runs over but that this can't be predicted, SH had shared before the meeting that this meant that patients were not pushed out of the door when their slot was over.

DH advised that the posters needed updating, MW advised this was done recently, DH had not been in for a while.

CD the main problem was appointments and DNAs. Discussed how hopefully the new automated service may help to cut DNA rates if can cancel at any time. AG discussed about fining patients who don't attend, MW not allowed to do this.

IG discussed the need for an appointment when not well but had not yet tried the ANP service, CD believes it is as good a service as seeing the GP. AG would prefer to see ANP if a minor problem, discussed on same appointment system and availability discussed, will ask for this service in future

MW asked if the group had any further suggestions for improvements to make, which they hadn't and the action plan was agreed with the members. AG asked about the timescale, MW advised this was when the action had to be completed to ensure it was completed in a timely manner.

### **Next Meeting**

To be confirmed.