

Minutes from Patient Group Meeting on Wednesday 26th February at 5:30 pm

Present:

Practice Staff: Dr Musa (Chair), Alpna Chavda

Patient Representatives: Suresh Patel (SP), Phil Yelland (PY), Mario Gandolfi (MG), Chandan Patel (CP), Ann Hamlin (AH), Neal Hamlin (NH), Pamela Lesadd (PL), Soraya Monib (SM), Sadhna Patel (SP) Brian Walker (BW)

Apologies: Jaswant Gohil (JG)

1. Welcome and Introductions

Dr Musa welcomed patients and staff and thanked them for attending. It was good to see so many in attendances and everyone introduced themselves.

Dr Musa introduced Alpna Chavda the new practice manager who had just recently joined the practice.

Minutes of last meeting

Recap over last couple of years in particular with regards to patient survey. The 1st survey was in spring 2012 and prior to that survey we had a couple of meetings helping with the group together to decide on what type of questions that we wanted ask our patients and then we did the survey in Spring 2012 and then we had a follow up meeting after that with the review of the results and we put into actions with the findings of the survey e.g. Telephone consultations, changing the extended hours and booking appointments on line access. Then we had another meeting in October 2013 to look back at the changes and had second survey. We completed the second survey in January 2014. We had a total of 200 surveys completed. Survey was analysed. Copy of the survey report can be found on the practice website and will be mentioned in the next Practice news letter. A copy of survey report was distributed to all attendees.

1. Follow – up from patient survey and last meeting.

Dr Musa explained that the practice had consulted with the patient participation group to agree and formulate questions for a practice survey which was carried out in Spring 2012. The survey results were discussed with the group and an action plan formulated. The survey results and minutes of the meetings have been published on the practice website.

Dr Musa presented the survey results of January 2014. As discussed the survey was based on what patients thought of the service that is provided by the practice, what they found useful in accessing the services at the Practice and what they felt could help improve patient experience.

2. Results

Demographics (age range and ethnicity) representative of the practice population

58% of patients were from the ages 35-64

28% were from the ages 16-34.

3% represented over 75 years old and above.

Gender

69% was represented by female

31% was represented by male

Ethnicity

The survey had a wide response from patients with different ethnicity.

Been with the practice for more than 6 months

90% of the practice patients had been registered for more than 6 months.

The majority of participants had been in contact with the practice and about a quarter had long term health needs or a disability.

Patients booking appointments

65% of patients were booking appointment via the telephone

10% of patients were booking appointments in person at the surgery

Satisfaction with date and time of appointment

75% of patients were satisfied with the time and date of appointment.

9% of the patients were not satisfied with the appointment time and date for various reasons e.g. Hard to get appointments, lack of appointments

Extended hours - Dr Musa explained the extended hours were reviewed from the last survey report and changes were made. Since April 2013 the practice has also been offering extended hours on Saturday 9.00-11.00am instead of Friday evenings.

46% of patients were aware of the Saturday morning pre-booked appointments

54% of patients were not aware of the Saturday morning pre-booked appointments.

Dr Musa explained that the extended surgeries are reviewed annually. It was felt that this was good for commuters and that the practice does try and promote the extended hour's service to all patients via website, practice leaflet and at the time of visit to the practice. The service is from 9.00 to 11.00am and pre-booked appointments only. Doors are open to patients who want to pick up/ drop off prescriptions or for queries. Practice had some very positive comments about the extended hours including really good for working individual, helpful, excellent service which was encouraging.

Negative comments included were appointments always booked up and would like the surgery to be open till later.

Satisfied with the system of calling back after 2pm for afternoon appointment.

59% of patients were satisfied

41% of patients were not satisfied

The majority of patients were satisfied with the system.

The few negative comments were at work unable to call back at 2pm, inconvenient to call back would like to know in the morning, very difficult to get through. Although 60 % were happy these are the comments

Preferred Type of Appointment

67% of patients preferred booking in advance and urgent on the day. The results appear to show that patients preferred a combination of booking on the day and booking in advance. This reflects the current system.

On line booking has only recently started and the practice has now approximately 400 patients registered. Practice is continually trying to promote this as another form of access and there is a registration form that the patient has to fill in to be able to book on line. Details are also on the website and practice leaflet.

SP: Reported that was very few appointments on line available for patients to book. Dr Musa explained the practice has just started this service and want more patient registering for on line booking. The practice would consider expanding the number of appointments in the future as the demand gets greater for on line booking. There needs to be proportionate on line booking appointments to list size and those registered to on line access.

Dr Musa said that the practice was trying to be more creative to ease access and that it was a constant learning curve and involved training of staff and a gradual movement from traditional ways.

Satisfied with telephone consultation with GP

84% of patients have had a telephone consultation with GP and were really happy with the service and found this really convenient.

16% were not satisfied with telephone consultation with a GP.

Overall comments from attendees were very positive all sharing their experience and found this service very useful saving them time and giving them assured answers with out having to make the journey to the surgery. Dr Musa explained that it would be most appropriate for ongoing issues and patients with long term health needs that are well known to the clinician.

Currently there is telephone consultation service available every day Monday to Friday.

Satisfaction with Reception Staff –

82% of patients were either very satisfied or satisfied with our reception staff. This was very good feedback and lovely for the practice to see. Those present echoed this and agreed the receptionists were very hard working and that the role was very demanding. From the survey results patients have named staff on a number of occasions. It is nice to see that patients have had a good experience with the reception staff.

The survey had a few negative comments, reception can be nicer, reception helpful but unable to help.

What changes that they would like to see in the next 12 months

This question was suggested from one of the patients from the last forum. From the survey we can see that 6 patients requested more appointments on Saturday and week days. Patients wanted to be seen on time and have waiting times reduced and have access to more on line appointment available.

PY: The new telephone system works quite well at least you know that you are in the queue and the call will be answered shortly.

Patient female: What happened with health visitors?

Dr Musa explained that in the past health visitor were based at the practice but now health visitors are based in childrens community centres. This is all across Harrow.

Dr Musa asked for feed back from the group about the survey report and shares their experiences of the service the practice provides.

SP : Reported that she can see a number of positive changes in the surgery for example: On line booking service, telephone consultations service and new staff. However she suggested in the next survey we could ask about the nursing service that the practice provides?

Dr Musa: We plan to carry out another survey in the future when we could include question on the nursing service at the practice together with question on the telephone consultation system.

PT: Reported that STAARS service had provided good care and support when recently her father was taken very ill.

Dr Musa explained STARRS (short-term assessment, rehabilitation and re-ablement service). The new STARRS service comprises:

- a rapid response service - which assesses patients within two hours of referral who are in urgent need and at risk of admission into hospital.
- early supported discharge - facilitating early discharge for patients in hospital by providing hospital-at-home services in the community.
- short term rehabilitation - providing neurological and general rehabilitation at home within 72 hours of referral.

PY: There is a problem for patient confidentiality as the reception area is open planned and located in the waiting room. Patients waiting in the waiting area can hear conversations both in reception and on telephones. Reception does have to ask questions, it is an open plan reception which puts more pressure on reception staff.

Storage space next to reception is occupied for patient's medical records. They belong to Health Authority FHSA and follow the patients in addition to electronic medical records.

There is no baby changing facilities at the practice.

Dr Musa explained that when premises improvement fund is made available then the practice can consider extending into the rear car park or into the loft space of the building. We are making the best of the current situation. If the practice in the future got the funding they would expand the practice and include a private reception area and baby changing facilities.

Dr Musa announced the practice had passed a CQC visit inspection without any recommendations in December 2013. Out of 16 outcomes and they looked at 4 outcomes. CQC may come back again and look at 4 other areas.

PL: What are you doing about this NHS private data (**Summary Care Records**)

Dr Musa explained that some patients may remember that this was a hot topic in the media a few years ago. Patients at that time registered on doctors lists would have received a letter from NHS with information on summary care records and explaining how to opt out. Things then went quiet, however, it is now being rolled out as part of the national IT programme.

She explained that Summary Care Records are electronic records that can be accessed by the out of hour's services, accident and emergency departments and urgent care centres. It is understood that patients will be asked permission at the point of care for access. Patients can opt in or out of summary care records at any time. It is assumed that patients have opted in unless they have completed and opt out form. Patients who have completed opt out form in the past do not need to complete a further form. The summary care record will only have information on medication and drug allergies. Any further information will only be shared with the patients express consent, though it is understood that the software is not ready for this stage yet.

Alpna explained that patients wishing to opt out should complete the form and return it to the surgery. The document will be scanned into the notes and coded accordingly preventing the record from being uploaded to the spine.

PY: Is the telephone system working sometime we are on hold for ages. Is this queuing system ?

Dr Musa: We have had new telephone system from BT recently. We do need to review what facility this has and work out a way the best way of using the facilities

SP: Asked about text messaging service

Dr Musa updated the group on the recent software upgrade. The practice along with all other practices in Harrow have had a new clinical software programme installed. The new software has the functionality to send text message reminders to patients for their appointments and it also can text patients with results. The practice is currently exploring this. Dr Musa went on to explain that the practice needs to get patients consent before rolling out this service.

Alpna announced the Idiaza (nurse) sadly is going to leave due to personal situation and travelling time. The practice have a new nurse joining in March who has previously worked with the practice as locum nurse and trained the current nurse.

There was no other business.

Dr Musa thanked everyone for attending and the meeting was brought to a close.

Date of next meeting TBA.