

Ashville Medical Practice Patient Reference Group Meeting Minutes 23rd October 2014

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Location: Ashville Medical Practice Conference Room

Attendees: Melanie Jones (Practice Manager)
Ruth Nowodny (Practice Administrator)
Patient Reference Group Members (19)

1. Update on Action Points from last meeting 17th of July 2014

A blank template of the Patient Participation Group Report required to be submitted at year end was sent to group members. Action point closed

Article for Barnsley Chronicle regarding recruiting new patient group members was approved and has been in the Chronicle for the last four weeks. - Action point closed

Agenda Items Patient Reference Group Meeting 23rd of October 2014

2. Practice News

- Mel welcomed the new members to the Patient Participation Group and thanked all existing members for their continued support.
- Gisela Clark update – Gisela was commissioned by the CCG to visit practices in Barnsley to help set up Patient Participation Groups if they did not already have one and to give help and advice to practices that already had a patient participation group. Mel met with Gisela and she was unable to offer any further advice or add anything new to what we are currently doing.
- Dr Barathan a locum doctor started at the practice in September and will be with us until January.
- Dr Pringle is our new salaried GP and started at the practice in August.
- Three new GP Registrars, Dr Wardle, Dr Smith and Dr Mahmood joined the practice in August 2014.
- It is now the start of a very busy period for the Practice with the flu season and the winter months approaching. We did our first flu clinic this year on the 11th of October and members commented how smooth the clinic ran. We changed the appointment time slots for patients to arrive within a 15 minute slot as opposed to 30 minutes last year, and it looks like we have now got the timings right. The next flu clinic will be held on Saturday the 8th of November.
- CQC visit – The CCG have informed us that 18 Practices will have a CQC visit at the end of November/beginning of December. The CQC will want to speak to members of the Patient Participation Group, Mel asked if anyone did not wish to be contacted by them, but all members were happy to speak to the CQC.

3. Priorities and Action Planning

The practice takes part in incentive schemes that help generate income for the Practice. The Patient Participation DES (Direct Enhanced Service) is one of the incentives that the practice takes part in and for this DES we have to submit a report to the CCG, this year members of the Patient Participation Group have to sign off this report. Mel will provide a draft copy of the report to be discussed at the next meeting.

Appointments

Our appointment system changed in April 2014, Mel briefly explained how our appointment system operates for the benefit of the new members. The practice changed the appointment system due to a high demand for same day appointments and to help with forward planning. We introduced a flexible clinic which helps to reduce the impact of DNA appointments, and increases the number of patients that can be seen in these clinics. Pre-bookable Dr appointments still remain and can be booked up to 2 weeks in advance availability permitting.

The group agreed questions for a survey to understand patients' thoughts on the appointment system, since it had been changed. As per department of health guidelines 25 surveys to be completed per thousand patients, it was agreed we would collate 250 responses at least.

Patient Participation Group

Continued work is being done to recruit new members to the group. One group member has kindly prepared and placed an advert in Barnsley Chronicle for the last four weeks advertising our group. The Ardsley Residents Association has put an advert on their website. A form advertising the group is being given out to patients who register with the practice; there is an advertisement on the Jayex board, and advertisements on the notice boards in surgery.

We agreed at the previous meeting that there would be a review of members, and remove members who had not attended and could not be contacted as it was assumed patients were completing the form to join the group however did not want to. This was the case of patients that were contacted.

After this exercise there were 20 patient group members and since advertising we now have 28 group members. All have been contacted and they wish to be in the group either by receiving correspondence by email or attending the meetings.

Obtaining Feedback/Communication

We have placed two feedback boxes in the waiting rooms and also welcome patients' feedback on our Jayex board, and have also placed notices in the waiting rooms encouraging patients to give us their feedback.

4. Complaints, Compliments and Suggestions

The practice has received four compliments so far this year and two suggestions. The compliments were about the service provided by Drs Rainford x2, Pringle and also a compliment was received via Healthwatch stating that the patient was very happy with the practice, felt the practice listened and the PRG was a good committee. Members also passed compliments on Dr Barathan, support from the admin team, and also commented that chemists ordering prescriptions on their behalf worked well.

One of the suggestions was that we should put a bus service on for patients who were unable to get to surgery; this is outside the scope of the practice and we won't be taking this suggestion forward. The second suggestion was to have a receptionist available on our training afternoon to give out prescriptions. This is also not feasible as all members of staff are required to attend training sessions that are held. The practice has permission from NHS England to close on the second Thursday of every month.

We have received six complaints since April, Mel informed the group that she was unable to divulge information about the complaints due to confidentiality but explained that they were all varied in nature and do not have a trend.

5. Friends and Family Test

From the 1st of December 2014 it is a contractual requirement of all GP Practices to introduce the Friends and Family test on registered patients and report the results to NHS England on a monthly basis. A mandatory question and a follow up question are to be asked. The mandatory question is:

‘How likely are you to recommend our GP practice to friends and family if they need similar care or treatment?’ is not negotiable. The group agreed that the second question would be ‘Can you tell us why you gave that response?’

The friends and family test will be ongoing and patients are able to complete this at every visit /contact if they like and not just once.

6. Patient Records Online

Patients are able to access some of their medical records online. The information that will be available will be medications, sensitivities and allergies. Medications will show current repeat medications, acute medications and medications that have been discontinued in the last six months. This information is secure, a username and password is provided by the practice for patients to use when logging in.

Patients who already have access to the online services are required to request access to their patient summary record, as activation is on an individual basis.

7. Patient Council

A patient group member that regularly attends the patient council meetings informed everyone that there is no new information since last meeting and that the next patient council meeting will be held on the 29th of October at Barnsley College. Patient council meetings are held on the last Wednesday of the month except for August and December.

AOB

One group member expressed their concern about patients using mobile phones while in the waiting areas as it is disrespectful to other patients who are waiting for appointments. Mel will put signs up in the waiting areas and a notice on the Jayex board for Ashville Medical Practice patients however we cannot control other members of the public that may be attending the building for other businesses.

A group member asked how long reception should be left unattended. Mel explained that the receptionists try not to leave reception for long periods of time, however it may be necessary to leave the reception area with regards to their role and any queries that arise, and also for personal reasons.

Actions

1. Place posters in reception and on the Jayex board, requesting patients not to use their mobile phones. – Mel
2. Implement appointment survey- Mel

Next Patient Participation Group Meeting to be held on: -
Thursday 22nd January 2015 at 1pm