

MINUTES OF PATIENT GROUP MEETING HELD ON 15th JANUARY 2018

PRESENT

Ann Read - Chair

- Tracey Rowles
- Helen Mockford
- Gwen Wright
- John Stevens
- Trevor Lower
- Jenny Rose
- Sonja Graham
- Carole Baldwin
- Margaret Jones
- Angela Jervis
- Judith Lavender
- Jennifer Levy-Halford
- Linda Clifton
- Steve Garratt

1. APOLOGIES: Ann Roughan, Jenny Stevens, Monica Addison, Chris Manning, Roger Miles, Joy Bell.

2. MINUTES AND MATTERS ARISING: SG asked if all Doctors worked part-time, AR confirmed that the salaried GP's all work part time, with the partners excluding Dr Chowhan and Dr Jones all working full time (8 sessions).

3. SURGERY UPDATE: AR stated that she was aware that there had been problems over the past couple of months. These had partly been caused by unexpected staff shortages and high sickness rates, but also by problems with learning a new computer system. It will not be possible to fully resolve the computer issues until we all move to one system and receive full training in May. The number of phone calls received has been exceptionally high, one phone alone received 27,000 calls for December, and this is for only 5,800 patients. Layer Rd relocated in November. Work has been ongoing to bring staff levels in line with Creffield. This has resulted in a back log which is currently being addressed. AR is confident of a big improvement over the next two months. Staffs are parking off site to help solve the car park problem. AR thanked the volunteers who had been helping patients on arrival (meet and greet), we are hoping to train a new member of staff to work behind the front desk as a pick up point for prescriptions and other paperwork, to try and keep the queue down. The problem of patients waiting upstairs in one area and not having a seat is being caused by Doctors running late in their clinics, this is something that cannot be helped or easily solved, we have asked patients to wait at the far end but they are not happy to do this as they cannot see the screen, this shouldn't be a problem as the Doctor will come out and call the patient in. Appointments: - AR is working to ensure that we can meet acceptable service levels. At the present time the demand for appointments is far exceeding the national average. The plan is to offer more pre-bookable appointments on-line and by phone but there is a problem with patients not turning up for these appointments, we will be writing to these patients and after four DNA's they may be removed from our surgery at the Doctors discretion. All PPG members agreed with this policy being put in place.

4. CARE NAVIGATION: A new computer programme to help staff signpost patients in the right direction. This is a very new idea and we are hoping to trial in the coming weeks, we would welcome any feedback or ideas from the PPG on how this is working.

5. NEW WEBSITE: Footfall our new website went live last Friday and a few members have already had a look. There are options to ask your Doctor questions for non-urgent matters. Some of the links

were incorrect, there were also questions about confidentiality when replying to questionnaires and whether patients should have to log in as you do for appointments and prescriptions, and AR will feed this back to Footfall and any other information if you would like to let us know.

6. TEA PARTY UPDATE: The Christmas Tea Party had been very successful. The Crime Prevention Officer gave a very worthwhile talk; the patients had a nice team and were keen to come along soon for the next one. The next date was decided for Friday 9th February at 11am; please contact Olivia at the surgery if you are able to help serving teas and biscuits.

7. ANY OTHER BUSINESS: A) Car park; this is a permanent arrangement. B) Pressure on surgery; Non-urgent appointments are available to pre-book one week ahead on-line or by phone. There is a non-urgent call back list each day; appointments may become available later in the day, always worth checking on line for the same day appointments. There are plans to have a physio and mental health worker on-site to deal with patients that have been triaged and may benefit by seeing these professionals rather than their GP. A new nurse practitioner is starting on 22nd January as Jayne Thurlwell is leaving in March. The Duty Dr will be change over at lunchtime each day starting from 5th February; this will give the partners more appointments. C) The group suggests that all patients should be asked to register on-line to make it easier for others to get through on the phone. D) Medication reviews for repeat dispensing, the pharmacy should tell you when you receive the last batch giving you one month to request a new batch, your Doctor will let you know if you need to come in, book a phone appointment or they may be able to issue without seeing you this time. E) Managed repeats (pharmacy ordering on behalf of patient) are still available for vulnerable patients.

8. DATE OF NEXT MEETING: Monday 21st May at 2.45pm.

P.S. update to item 5. AR has checked the confidentiality issues raised in regard to the new website. Reassurance has been received that the level of confidentiality is acceptable provided that we have ensured that it is backed up by secure processes here.