

Dr P A A Wood & Partners
Patients Group Meeting
DRAFT Minutes of the meeting held on
Wednesday 5th October 2016

Present: see sign in sheet

- | 1. Apologies | Action |
|---|---------------|
| Received from Vicki Allison, Patricia Surrell, Hilda Steele, Peter Steele, Peter Wilhelm, Gerald Dorning, Barrie Armitage and Lyn Stevens. | |
| 2. Minutes of the Last Meeting | |
| (3) New chairperson – The group is still awaiting a volunteer for the position of chairperson. Nicki will contact Lyn Stevens to ask if she would be interested. | NB |
| (4) Touchscreens – Geraldine is waiting to see if CCG will fund the touchscreens. If not, she will look at costs involved. | GC |
| 3. Actions from the Previous Meeting | |
| Joint PPG event - 2 members had volunteered to attend the event, however the funding has changed and it has been postponed. Geraldine will advise the group if it is rearranged. | |
| 4. Patient Feedback | |
| Patient comment cards – over the last 6 months 90% of patients completing the comment cards have said they would recommend the practice to their friends and family. | |
| 5. Practice Projects | |
| 5.1 Patient information screen | |
| The new screen has been installed and it is used to call patients in and to show video clips. The videos shown will have summer and winter themes, such as holiday vaccinations and flu clinics. There is also the option to advise patients that a doctor is running late. A second screen is due to be installed in the first floor waiting room. | |
| 5.2 Text messaging service | |
| This is a new service that sends out appointment confirmations and reminders to patients by text message. Patients who receive text message reminders can also cancel their appointment if they can't attend by replying with the word 'cancel'. The system removes the appointment which can then be booked for another patient. | |

The system also sends out a friends and family question after the appointment has been attended. The responses will be collated, along with those received on the comments cards and sent to NHS England.

Mobile phone numbers are currently being collected so that more patients can benefit from the reminders, which will hopefully cut down the number of missed appointments.

5.3 CQC Inspection

The practice received the final CQC Inspection Report and have been awarded an overall rating of 'good' but were rated 'outstanding' in 3 categories:

- Responsive to older people
- Responsive to working age people and the recently retired
- Effective to working age people and the recently retired

Dr Wood reported that the inspection had been a very demanding process for the whole team and although the practice is very proud of the result, there will be continued work to achieve 'outstanding' in all areas.

Inspections are repeated every 3 years, however, this may reduce for practices achieving 'outstanding' or 'good' results, so that more regular inspections can be carried out at those practices that aren't performing so well.

5.4 New Telephone System

A new telephone system is being installed the week commencing 10th October and will go live 2 weeks later. There will be a queuing system advising patients that they are in a queue. It will also provide statistics; such as the number of calls being received, when and highlight the busy times.

There was discussion about the number of available appointments and how they are released for booking. Dr Wood explained that the appointment schedule is structured to ensure availability at the busiest times, for example, Mondays and Tuesdays and after bank holidays are always very busy; so there are more appointments available on those days.

Reception staff will ask questions to ensure that patients are routed to the right appointment. 'On the day' appointments are held for patients needing urgent attention.

Some patients will be offered a telephone appointment; this can be in cases where an examination is not required, a medication query, a certification etc. This saves the patient having to come in to the surgery and is an efficient use of time.

Action

Patients can book an appointment up to 6 weeks in advance. When the first batch of appointments is fully booked, patients will then have to wait until the next batch of dates is released. Waiting times will depend on which doctor a patient sees, as some doctors work more sessions than others.

The demand for appointments is constantly rising, with the number of consultations per year now at 6-6.5 per patient, plus there's an increasing visiting demand for the growing frail and elderly population. Practices are not able to put a cap on the number of patients or close their lists unless there is extreme pressure.

There was also some discussion around how income is calculated for the practice. Dr Wood explained that is particularly complex and not just based on the number of patient on the list. For example, frail/elderly patients attract additional funding, plus the quality of performance and the services provided.

5.5 Accessible Information Standards

This is a new initiative to ensure patients with a sensory loss receive information in an accessible format, such as large print, Braille, audio etc. Work is currently being done to ensure that all letters and leaflets are in the correct font and that there are large print versions available. The new patient registration forms have been updated to collect this information.

6. Resourcing

Dr Furness will be leaving the practice at the end of December. Everyone is very sad to see him go. The new partner, Dr Andrew Kitchen, will be starting in mid-January.

Dr Wood has taken up the position of Chairman of the CCG and has reduced his surgery from 4 days to 2 days.

Nurse Riddings has completed her practice nurse training. The practice has a mentor and is looking at taking on student nurses.

7. Patient Group Questions

7.1 Fibromyalgia – Janet Sharp asked about the possibility of a session being run at the practice for patients with Fibromyalgia. She said her physiotherapist would be happy to come in and talk to a group about how to manage the condition with diet. Dr Wood advised that support and education sessions have been run in the past but only had minimal take up.

7.2 Walking Club – Janet Sharp suggested that a walking club for the practice would be beneficial. Doctors and nurses could then refer patients to the club. Geraldine said the Practice would support this but it would need to be organised by the Patients Group.

Action

A member advised that there is already an Allestree Walking Club that meets on Tuesdays and Sundays and they advertise in the Allestree Book. The book of local activities is to be given to Reception so that the practice can signpost patients to it in future.

There was further discussion about potential clubs and support groups and it was agreed that it should be discussed at a future meeting. The group could also look at what is already available in the area so that it can be advertised at the practice and what groups could be set up by the Patient Group.

NB

To be added to January agenda.

- 7.3 Impact of the STP on the practice and views of the practice re care at home (added by Brenda and Barrie Armitage) were deferred to the next meeting. Add to January agenda.

NB

8. Any Other Business

None.

9. Meeting Dates for 2017

Wednesday 11 January
Wednesday 12 April
Wednesday 12 July
Wednesday 11 October