

Dr PAA Wood & Partners

Patient Participation Group Meeting

Minutes of meeting

Wednesday 11th April 2018

Present: Dr PAA Wood, Geraldine Comery, Eddie van den Bron, Vanda Vickers, Dorothy Fisher, Alan Nichols, Eileen Nichols, Ann Askey, Andy Ronaldson, Ann Butler, Barrie Armitage, Brenda Armitage, Val Haylett, Paul Houghton, Sue Ekins, Margot Keats, Janet Sharp

1. Apologies: David Bennet, Hilda Steele, Peter Steele, Richard Seal, Judith Johnson, Tom Bradley

Vanda Vickers agreed to be Minute Secretary for the Group

2. Minutes of the last meeting 09/01/18: Agreed as a correct record.

3. Matters arising : None

4. Practice Update

- Feedback on automatic doors – now fitted. They are sensed for easy inward access and the inside door is push button to exit. Positive feedback received from members of the patient group.
- Feedback on Medicines Order Line – [leaflet available]. The Practice is part of a pilot scheme; it is a dedicated line with a call centre based locally to take repeat prescription requests over the phone. The new scheme is going very well. It is run by trained technicians who have limited access to our systems, allowing them to check medication requests, reviews and supply the correct prescriptions. The new scheme is more efficient and effective than using the written request box. The old paper box system will be phased out and a months' notice of this given. The online prescription request system is still available. All existing arrangements made with pharmacies for repeat medication/prescriptions will continue. Four of the nursing homes aligned to the Practice are also now using this service, which will improve overall prescription ordering efficiency and reduce wastage.
- GP Survey – Geraldine shared the results of the online National Survey [handout]. The Care Quality Commission (CQC) inspectors review these results. The survey is not totally representative of this Practice and it is not a large sample survey. This Practice scores above average in many categories. The Practice did not suggest the questions. Aspects of the survey were discussed e.g. patient choice as to which GP they see. The Patient Group shared praise for our receptionists. The survey is useful to consider any 'trends'. There was a request for an online survey for this Practice; the group was reminded that we do have in place a text feedback service asking for satisfaction rating.
- Feedback on triage appointment system – this is still in developmental stages. A Duty Doctor is available for urgent call backs; hoping to allow appointment times to be extended for those patients with more chronic conditions and multiple medications. An Advanced Nurse Practitioner joined the Practice this week. There was good feedback about the triage and call backs from Patient Group members. The system is being monitored and is still in development; looking at immediate demand and longer term needs.

5. Chairman's Update (Eddie van den Bron)

- Requested for emails from the Patient Group suggesting any new aspect/interest for future presentations - the group suggested sepsis, dementia.
- Park Lane Surgery Patient Group has requested jointly working on a project with our Practice e.g. an event with various services / organisations e.g. fire service, diabetes, Livewell etc. Geraldine asked if there was any interest from group for such an event. Eddie is attending a meeting with Park Lane and will circulate more information via email.

6. AOB.

- A group member shared how a neighbour was very distressed about letter received from the hospital following a GP urgent request for hospital tests/appointment. The letter suggested the tests may be cancer related but it was indicated that the GP had not mentioned this to the patient. A request was made for the GPs to forewarn patients of this letter content. Dr Wood advised that this hospital letter was a recent communication and agreed the wording could cause anxiety. He advised that the letter would be cascaded to the GPs at the Practice and stated that it is usual for the GPs to advise patients of the reason / seriousness of tests that are requested. Some participants of the Patient Group are members of hospital consultation groups and will take the Patient Groups views and concerns back to relevant hospital groups.

7. 2018/19 Meeting dates agreed:

Wednesday 11th July 2018

Wednesday 17th October 2018

Wednesday 9th January 2019

Wednesday 10th April 2019