

New Silksworth - Patient Participation Group

Minutes 26.02.19

Present

Jane Edwards – Business Manager	
Lisa Greenman – Operations Manager	
Patient x18	

Apologies

Patient x3	
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Introduction

Jane introduced herself and Lisa to the group and advised the agenda was blank as she had wanted the group to agree the content of the meetings going forward.

The group agreed they would like speakers to attend the meetings. Jane advised of a contact, who would like to provide information around autism, the group confirmed this would be useful. Jane asked the group for other areas of interest and ideas around who they would like to attend.

- Dementia/Alzheimer
- Learning Disability services
- Carers service
- Age UK

Lisa advised she would be happy to try and arrange the guest speakers for future meetings. **Action: LG**

The group stated they would also like a GP to attend the meetings. Jane advised that she would request that the clinicians alternate their attendance. **Action: JE**

The group agreed it would be good to meet all of the staff. Jane also informed the group to the notice board in reception with names and photos of all clinicians and staff at the surgery.

A member of the group raised a comment from the CCG stating that the PPG did not have a lot of younger people attend and the group suggested promoting with younger patients.

A query was also raised around the last Healthwatch report stating that they had not had feedback. Jane advised the report was on the website however she would send a copy of the report to the group. **Action: JE/LG**

A group member raised concern around appointments. The member had been asked to make an appointment with the nurse and was unable to get book in for nearly 4 weeks. Jane explained that annual reviews are not urgent appointments however if a patient is unwell or anything changes with

their health then an appointment can be made sooner with another clinician. The group queried if there was a need for more nurses, Jane confirmed another nurse would be back soon.

Discussion held around the phone systems, Jane advised that all admin staff are now logged in to answer calls between 8am-9am as this is the busiest time. The new system will enable the practice to analyse call rates however Jane advised she and Lisa are still to attend training.

After discussion Jane agreed to look into the following:

- Is the queue is capped at 5 as some reported being 6th in line
- Is the cap per phone line or overall
- How many call are taken in

Jane asked the group if they experience with the phone line e.g. calls are cut off if they can make a note of the time, date and the number they called off so that we can look into it.

Some group member's feedback positive comments around being able to get appointments if urgent.

Online appointments discussed and Jane agreed to increase the number of appointments available online with GP's. **Action: JE – completed**

Online prescriptions queried as some members reported their prescriptions have been rejected but when they ring to query this they are advised it's been put through. **Action: JE/LG to look into**

One member advised the online prescription didn't work on the iPad, Jane advised if she would like to bring it into the surgery she could have a look at it with her.

Some members raised concerns around receiving calls from the pharmacist about changes to their medication. Discussion held around this and Jane confirmed that the pharmacist can change medication.

Discussion held around locum GP's and the cost, Jane confirmed the surgery only has long term locums and are not paying extortionate fees. Another member also queried why they had named GP's and how they know who it is. Jane advised the group that it is a requirement that everyone has a named GP. If anyone is unsure who that is and would like to know ask at reception, the admin staff will be able to advise however this does not mean that they need to see that GP if they wish to see another.

The action plan from the last meeting was raised and Jane to look into a query for a patient.

Meeting rounded up by agreeing an agenda, chair and secretary for the future meetings.

Agenda

- Speaker
- Telephone system - statistics
- DNAs and cost to the surgery - suggestion to advertise the information in the waiting room
- Surgery round up - staffing, work done, changes, etc.

Chair – Agreed

Secretary - Agreed

Date and time of future meetings:

- 30th April 2019, 5.30pm-6.30pm
- 25th June 2019, 4pm-5pm
- 27th August 2019, 5.30pm-6.30pm
- 29th October 2019, 4pm-5pm
- 17th December 2019, 5.30pm-6.30pm