



Harbourside Family Practice

Minutes Patient Reference Group Meeting 27th January 2014 Marina Healthcare Centre

Present:

Kyla Dawe – Chair
Peter Young – Partner
Emily Giles – Deputy Practice Manager
Jeff Liddiatt,
Eugene Cook
Cath Rees Jones
Clive Griffiths
Alan Gray
Marie Saunders
Tony Saunders
Sue Pritchard
Lorraine Rowsell
Tom Kane
Hannah Gissing

Apologies:

Terence Cosgrove
David Bishop

	Agenda Items	
1.	<p><u>Patient Survey:</u></p> <p>The meeting started with the group getting a first look at the results of the patient survey which had closed down earlier that day. The group went through each question and commented on the results. The results will later be published to the website along with an action plan for the year. It was decided the most disappointing results from the survey were regarding the telephone system and the communication between the practice and its patients. The practice already recognised these subjects were issues that would need addressing and it would be discussed at a later point during the agenda.</p>	KD/PY

	<p>It was agreed that the questionnaire was very similar to last year's questionnaire and that it could have been better promoted in the reception area. The group suggested that the response would have been larger had we already had a system in place to easily contact our patients. It was suggested that we could add blue tooth to the reception area so patients could receive information on their phone or on-line (if we had received permission). Another suggestion was to have a computer area in the reception where people who don't have internet at home could log-on and learn about the surgery. Along with this facility it was suggested that as well as our yearly questionnaire, we could have one that runs continuously throughout the year so we can gain information from our patients as changes are made to monitor our progress. If this was accessible from the reception computer the response would be much larger. We also had some volunteers in the group who said if a computer was to be put in reception, they would come in and arrange training sessions for those who struggle to use the on-line booking and prescribing service.</p> <p>The group gave great feedback on how we could better improve the questionnaire for next year all of which we will put into action.</p>	
2.	<p><u>Telephones:</u></p> <p>It was explained to the group for those who were not already aware that the practice is a tenant in Marina Healthcare Centre and therefore unable to change the phone system without the consent of the landlord, the head lease holder (NHS Property) and the other tenants in the building.</p> <p>Kyla, the Practice Manager, informed the group she had recently met with 4 different suppliers to discuss installing a new system. However this would come at a great cost so it is not a decision to be made lightly. A member of the group offered us the name of a company she knew who installed phone systems so we had a variety of options.</p> <p>It was discussed how staffing had been looked at in the meantime. The reception staff have had their rota reviewed and have now changed their shifts so that cover is in all the appropriate places. Taking into account that our busier times are first thing in the morning, especially on a Monday and Tuesday. We are currently asking patients who are calling in for results to contact us after 1pm to try and reduce the amount of calls we receive at peak times. We are also looking into promoting our on-line booking and prescribing services, which is another key</p>	KD

	<p>point raised within the survey. It was brought to our attention that people were not aware of this service. The group agreed that it was very important we let patients know of this service as it could drastically cut down some of the telephone traffic we are currently experiencing in very high volumes.</p> <p>The practice is looking into the features it would like most from a new telephone system and asked the group for its opinion. It was decided a new system would need to be unable to cut a patient off if they had been waiting in the queue for a while, allow patients to know what number they were in the queue along with an average waiting time. Another feature we would like made available is for all staff to be able to log into the system including admin and management so if we do have a rush of calls all staff members can help reception. We would also like to be able to add messages to promote different services whilst patients are waiting to be answered.</p>	
3.	<p><u>Update on improvements in the practice so far:</u></p> <p><u>Computer systems</u> – The group was informed that our new computer system we had installed at the end of November is working tremendously well, with doctors being able to access information much quicker and efficiently. There have been some delays in being able to access appointments on-line due to this upgrade but the problems have now been sorted. It was discussed that more appointments should be made available on-line and this is something we will be putting into action very shortly.</p> <p><u>Website</u> - The practice recently hired a part-time school worker who is passionate about IT and is taking the website on as a new project for us. A key subject highlighted throughout this meeting was communication. We all agreed we need to make this a priority moving forward. As a lot of hard work goes into the practice that the patients are never made aware of and lack of communication can cause frustration at times.</p> <p><u>Staffing</u> – As well as employing a part-time IT trainee the practice recently hired three new receptionists, two started Mid-December and a third joined us at the end of January. Now that we have a fully-staffed team on reception and the rota has been adjusted to help at peak times, the practice is looking into having a prescribing clerk. This member of the team would solely be responsible for prescriptions. They would have a dedicated phone line and be knowledgeable about the local pharmacies. Again this should take a bit of pressure off of our main line and</p>	KD

	<p>help reduce the amount of phone calls coming through. It also means that when a prescription goes through instead of going through to a busy member of the reception staff, it will go to a dedicated place. This will help make our prescribing services much more reliable and faster.</p>	
4.	<p><u>Planned Improvements:</u></p> <p>Along with improving communication between the practice and patients a key subject raised was continuity. Dr Young is keen to start a project to ensure that those patients with the highest needs maintain continuity with a named doctor. We have already made massive progress with this in the Care Home community and hope to be able to bring it into practice. However patients need to remain realistic that they can not always see their chosen doctor in an on the day clinic.</p>	PY
5.	<p>This was the first PPG meeting we had held in which we invited patients outside of the PPG group to come along. The practice would like to thank those who attended for bringing some great constructive criticism with you and helping us put plans in place to improve our services in the future.</p> <p>Thank you also to Terence Cosgrove who couldn't attend but has emailed us some great talking points.</p>	

Dates of future meetings:

Meetings would now be held on the last Monday of each quarter at 6.30pm. The dates for 2014 are:

28th April 2014

28th July 2014

27th October 2014