**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

**Monday 1st June 2015 - 18:00 - Library, Newton Drive Health Centre**

**Present:** Mrs Donna Jackson (DJ), Mr Terry Bennett (TB),

**In attendance:**  Mr Chris Casey (CC), Practice Manager

Mrs Caroline Butler (CB), Administration Manager/APM

**Apologies:** Mrs Karen Harris (KH), Mrs Linda Endicott (LE), Mr Mike Martin (MM), Miss Vicky Greenwood (VG)

**1 Actions / Feedback from Previous Meeting**

Feedback suggested that the reception staff were not always making patients aware that the surgery phone number appears as 01253 650000 when receiving a call back from the surgery. We will also try and raise awareness of this through other methods, such as online and welcome packs. **Action: CC to follow up with reception staff.**

**2 New Actions**

The practice has recently had significant numbers of patients arriving late for appointments. It has become apparent that each clinician has a unique way of dealing with this. It was felt that a consistent approach to this situation should be agreed and communicated to patients in advance. Appointments for doctors are 10 minutes and appointments for nurses 15 minutes but this may vary. It was felt that allowing up to 5 minutes is reasonable but after that time the clinician can then decide if they can fit the patient in ( although this may have a knock on effect to the rest of the clinic) or tell the patient that they can be seen at the end of their clinic. If it is not possible to be seen on the day the patient must re-book. Clinical priority will *always* be considered. It is accepted that patients are sometimes held up in a queue at reception, this will not affect their arrival time as reception make a screen note to tell the clinician the patient arrived on time. **Action: Practice to publicise policy and communicate within practice to all staff.**

It was also accepted that the reverse can be true of appointments, that the clinicians do sometimes run behind. It was noted by the group that this did not feel significant. CC stated that the practice has been running an exercise to look at the GPs average consult times and make them aware of how long they are taking and if they are running behind. One of the reasons for this can be referral paperwork. DJ asked if all doctors do the referral paperwork. Some do and some do not, in an ideal situation all the doctors would complete the referral at the appointment, however, at times this is not possible and the practice does have secretarial staff who can complete this for them, which does save time in clinic.

Recent discussion amongst fellow practices has revealed that not all surgeries are asking for photographic ID when a patient registers. It is recommended by the Health Authority and Newton Drive currently does ask for photo ID. However, a large number of patients have recently reported that they were unaware that the photo ID was required. It was agreed that the practice must advertise this as much as possible so we do not inconvenience patients who turn up to register. We should also take the opportunity when talking to new patients over the phone who enquire about registration to tell them what is required. **Action: Practice to remind staff, and to hand out information letter with all new registration enquiries.**

The group decided to defer the agenda item of the PPG’s renaming until the next meeting when more members were present. We did agree that a suggestion of “Patient Forum” should be tabled for the next meeting. **Action: Please can the group bring any ideas for a new name to the next meeting.**

CB gave an update on the children’s DNA’s. The practice has been calling parents of children that miss their appointments. Under 5’s are notified to the Health Visitors who do find this helpful as it may relate to have children with concerns or safeguarding issues. The reasons so far tend to be “sorry I forgot”. The numbers are still relatively low, just 1 or 2 a week. The practice will continue to administer this system.

**3 Standing Agenda Items**

Staff

There was no news to update of staff changes.

Patient Suggestions

CC produced the results of the most recent Friends and Family Test received via the reception box.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Extremely Likely | Likely | Neither likely or unlikely | Unlikely | Very Unlikely | Don’t Know |
| 2 | 0 | 0 | 2 | 3 | 0 |
| 29% | 0% | 0% | 29% | 42% |  |

CC explained that the practice has had poor GP availability through May, caused by a combination of factors, GP sick leave, annual leave, courses and bank holidays. We have had more verbal complaints that usual regarding the appointments and he expected that the suggestion box may contain further comments in relation to appointments.

There were several cards complaining of appointment availability, however the group felt that the practice offers good access, especially in comparison to some other practices, and felt generally the systems in place are good enough. They also accepted that May had been an exceptional month and hoped that the situation should improve in the coming months.

We also had a couple of comments regarding rude reception staff. DJ suggested that this may just be from disgruntled patients who were unable to get what they would like in terms of appointments or prescriptions requests. It was suggested that this is out of character for the reception staff and the practice should only seek remedy this if it becomes a recurrent problems. CC will speak to the Reception Manager regarding these latest suggestions.

Prescription Message

The prescription message currently relates to the A&E campaign and non-prescribed treatments. DJ suggested in the near future it should include details of patient access. It was also recommended in relation to patient access that staff needed a greater understanding of the system so they had confidence to recommend the use of it to patients. **Action: CC to complete IT training with staff to run through the patient access system.**

**4 Any Other Business**

TB gave an update on the progress of the school next door. It is no longer known as Education Diversity but is now known as Pegasus. The 7-11 year olds are to move in from June and the 11-14 age group from September. It is expected to hold approximately 50 children. He has also passed the name of the new headmaster to CC.

KH had asked to discuss test results, which has been a previous agenda item. However, the group agreed that the middle group of patients whose results are slightly out of range, are the most difficult to manage but also felt that the current offer of a routine appointment was sufficient. Giving information leaflets may be misleading as test results are very specific to each individual patient. The same issue applies to seeking advice from community pharmacists. However, the practice will seek to find alternatives as it is appreciated test result discussions often do not require a full 10 minute face to face appointment and the practice should seek to utilise phone appointments for this.

**The next meeting was arranged for Monday 13th July 2015 - 18:00 at Newton Drive Health Centre**