

CAVERSHAM GROUP PRACTICE

Caversham Patient Group meeting was held on 11th December 2013 6.30-8pm

MINUTES

Present

Representing Caversham Group Practice: Dr Stephen Amiel (SA) GP Partner, Dr Danny Toeg (DT) GP Partner, Sheetal Shah (SS) Practice Manager, Linda Bernard LB (Senior Receptionist), Alice Howe (AH) Reception/Admin

For confidentiality purposes, names of patient attendees are omitted from the version of these minutes uploaded to public websites. Copies of minutes are distributed to the PPG mailing list.

Dr Amiel opened the meeting by thanking those present for attending. Introductions were made by the attending PRG members. SA and SS introduced themselves to the group and provided a brief overview of their respective roles in the practice. The aim of the re-launch of PPG is to provide patients with an opportunity to express their views and increase patient engagement in making positive changes for the practice.

Patient Transport Services

SS sent an email to all patients in PPG requesting to complete a survey on Patient Transport Services. The Camden Public and Patient Participation Group (CPPEG) have requested all practices to encourage their PPG members and practice staff to complete the survey. SA & DT explained the current patient transport booking system for hospital appointments and patient who would be eligible for hospital patient transport. SS will update all patients on receipt of results

Outpatient Appointments

Practices are also requested to obtain feedback from patients on their experience on outpatient appointments with local hospitals UCH & Royal Free. Feedback obtained from patients was as follows:

- Poor communication and at times no communication received
- Long wait (over an hour) when patient arrive for appointments on time; ?double booking/over booking consultant clinics
- Follow-up appointments cancelled and another appointment offered 2 months later
- No appropriate public transport available to get to UCH

Suggestions/good feedback received

- Reception at Royal Free very good
- Some reminder option for patients e.g. text message or phone call would help in reducing DNAs in hospitals
- Walk-in x-ray clinic at Royal Free very good; it works very well and no long waits

Appointments

Patients expressed concerns about unable to get an appointment at the surgery. Long wait for next available routine appointment and triage system always not appropriate as seeing

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someone on the day is always not needed. Patients mentioned unable to see their own GP or get telephone appointments with their own GP

Concerns expressed by patients about appointment system

- Long wait for next available appointment
- Emergency appointment always not needed
- Unable to see own GP

Current Appointment System - LB & DT explained the current appointment system where appointments are released one month in advance. Triage appointments are held back for patients who are unable to wait for next available appointment. Receptionists will take details about their condition/problem from the patient and add them to the triage list. This helps the doctor to clinically prioritise the triage list. The triage doctor will call patients back on triage list (usually within an hour). On an average 30% of patients on triage list do not have to come in as the doctor is able to resolve their problem over the phone.

Continuity of care - AH explained current measures practice has taken for continuity of care. 3 teams have been formed for doctors. Each team consists of 2 partners, 1 salaried GP and 2 trainee doctors. If an appointment is not available with choice of GP requested a team member's appointment is offered. The teams meet regularly to discuss patient care. When a GP is on A/L all paperwork related to his/her patient is distributed to a team member.

Managing Partner Role- Partners in turn are appointed as managing partners to undertake practice management activities. This has an impact on their clinical time and appointments.

Feedback/Suggestions from patients on above

- Posters in waiting room and on website about current appointment system & teams
- Information displayed in waiting room about repeat prescription request policy
- Information in waiting room about current managing partner
- Accepting email requests from patients asking GP to call back for triage
- When patients ring surgery if option 1 available for emergencies and then phone message to start

Feedback on Survey Questionnaire

SS emailed all patients a draft questionnaire requesting feedback. Feedback forms were also available at reception. The aim is to involve patients in designing the questionnaire and survey to be done in January. The results of the survey and action plan will be discussed with patients at the next PPG meeting in March. Feedback received from patients was as follows:

- Main focus around appointments and current appointment system
- Patient Communication
- Updated information in waiting room
- Include feedback on reception staff
- Ethnicity and employment status to be taken from national survey

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Future of the Group

SA requested everyone to come up with ideas to assist the practice in making this group bigger by encouraging more patients to participate. A chair as well as a committee to be appointed in the next meeting by patients and future meeting dates agreed. SS to email patients a draft terms of reference for patients to review and come up with a structure for the group at next patient meeting.

AOB

- Practice will be open normal opening hours during festive season. No extended hours will be offered on xmas eve and new year eve.
- Practice is currently working on offering online appointments to patients. SS requested if 2-3 patients could volunteer to pilot this in January. Only a proportion of appointments will be offered online. Interested patients to contact SS

Date of Next Meeting

TBC