

# CAVERSHAM GROUP PRACTICE

Caversham Patient Group meeting was held on 18<sup>th</sup> March 2014 6.30-8pm

## MINUTES

### **Present**

Representing Caversham Group Practice: Dr Stephen Amiel (SA), Dr Caroline Dickinson (CD), Sheetal Shah (SS), Fay Saunders (FS), Alice Howe (AH), Eddie Davison (ED), Audrey Flanders (AF)

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.

SA opened the meeting by thanking those present for attending. Following feedback received from last PPG meeting, poster on how to book an appointment & how to order repeat prescription have been made; SS to distribute these to PPG with a deadline for comments/feedback and upload final version on website in addition to displaying it in the waiting room.

### **Local Patient Survey Results**

SS created patient survey form on survey monkey in line with feedback and comments received from patients. The link to complete the form was emailed to all PPG members, added on website and paper copies left at reception for patients to complete in February.

FS went through the results of the patient survey (attached in survey report). Feedback received from the group was as follows:

- From Equality & Diversity point of view survey forms to be available in different languages
- PPG & Practice to work together in getting more patients from other communities involved to make the group more representative

The survey highlighted a few areas where practice could work in improving services were discussed and few action points agreed. They are as follows:

1. Getting through the phone
  - To make it easy for patients to get through the phone, practice is looking at introducing an automated appointment booking system which will be available 24 hours. Patient will be able to book and cancel appointments any time of the day.
  - Online appointment booking system will soon be introduced where patients can book appointments online via the practice website [www.cavershamgrouppractice.co.uk](http://www.cavershamgrouppractice.co.uk)
2. Appointment availability
  - An appointment audit done on clinical system showed practice offered 5.4 appointments per patient in last 12 months which was higher than national recommendation. The audit highlighted 11.03% of patients did not arrive (DNA) for their booked appointments. Few suggestions received from the group included:
    - ✓ Patients to receive text message 48-72 hours in advance rather than 24 hours

## CAVERSHAM GROUP PRACTICE

- ✓ Notices in waiting room and on website informing patients how far in advance they can cancel appointments
- ✓ Audit on how many patients with no mobile numbers who did not arrive in last 12 months
- ✓ Regularly update patient's mobile numbers
- To improve nurse availability of appointments the practice has recently recruited a full-time nurse. The nurse appointments access has improved greatly since.

As more services are transferred from secondary care to primary care more GP appointments are used to offer continuity of care to patients. Practice is currently working on improving appointment system with limited resources available.

SA also briefed patients about future changes expected in Camden to meet government demand to have an appointment available 8-8pm 7 days a week. Practices will be working together by having hubs where patients can go. Minor injuries are treated in Urgent Care Centre's to ease of A&E pressures.

SS to send survey report and action plan to all PPG members and publish it on website.

### **Appoint Chair & Vice Chair**

As discussed in last PPG meeting, patients need to appoint a chair and vice chair. The aim is for the group to come up with agenda items, chair meetings, and attend locality meetings with a view to patient engagement in Camden

The group suggested JW & RA to be joint chairs for Caversham Patient Participation Group.

### **Care.Data information**

SA gave a brief on Care.Data and it being different from Summary Care record. Concerns around patient data being used to see to private companies, insurance & drug companies were expressed by patients.

Quite a few patients have not received the leaflet and overall patients are not well informed. Practice has displayed posters and notices in waiting room and information available on website as well; PPG to work on getting message to more patients.

### **Date of next meeting**

Tbc