

Westlands Patient Group Meeting Minutes

Date of Meeting	04/09/19
Start Time	5.30 pm
End Time	7.15 pm
Venue	Westlands Medical Centre Meeting Room
Attendees	Sue Martin (Chair, SM), Diane Moore (Westlands Operations Manager, DM), Geraldine Smith (Minutes Secretary) Elizabeth Howkins, Lucie Oakey (LO), Bob Bloomfield, Gail Stewart-Bye, Diane Smith, Ann Waudby, Amanda Craig, Emmaclair Isherwood
Apologies	Rob Hickman (resigned), Dr Emma Nash, Jackie Dalby

Item for discussion		Notes/Action agreed
Welcome, apologies and introductions	SM/DM	Sue welcomed everyone, in particular Emmaclaire, to her first meeting and introductions were made.
Matters arising from previous minutes	SM	Geraldine gave her apologies for omitting Lucie's name from the attendees in the last set of minutes. Geraldine felt she couldn't do justice to a summary of the slide presentation made to the CQC in May. It was agreed that Diane and Jackie will look into ways of communicating some of the messages in the presentation to a wider audience.
Practice news Staff changes	DM	Dr Patterson will finish his locum when Dr Pandya returns from maternity/annual leave later this month. He will return in October as Duty Doctor on Wednesdays. Dr Nicholson is leaving on 15th October. Sister Caryl Goldstone has left Westlands and is now working at Cow Plain Surgery. Sister Sherie Richardson has taken on Sister Goldstone's clinical commitments. Lisa from reception has moved to Portchester Health Centre and Sheila Riley has taken on her hours.
Update re registration for online services following installation of EMIS	DM	Registration is ongoing. The facility for proxy registration (for children and adults with special needs) is not yet available. 50% of appointments are available for booking on line. Diane iterated the process of making an appointment by phone or in person, following a concern expressed when ringing at 8am to find all appointments (not same day) had been taken.
Patient feedback and complaints	DM	One complaint received from a patient who is challenging the information he/she was given about travel vaccinations by a receptionist. Diane is currently dealing with this. Diane described 4 issues which Westlands has referred to QASAR (Quality Surveillance & Reporting for NHS Teams). a) Diane described a Practice incident, involving the scanning of documents using an add-on programme with EMIS called Docman. This is being rectified.

Positive feedback	DM	<p>b) A referral to QAH was rejected due to insufficient information which was found to be not true.</p> <p>c) A patient was issued with a handwritten blood request form at an out of hours clinic. This was considered to be unacceptable and in future, patients with an out of hours generated blood form will be issued with an electronic generated form.</p> <p>d) A patient had a neurology appointment for August cancelled and a new one made for January 2020. This was deemed unacceptable by Westlands.</p>
	DM	<p>Staff at Westlands were praised by family members of a young woman who fell in the carpark and who was cared for at Westlands.</p> <p>A patient's relative fed back on the care given by Dr Teodorescu and the positive impact it had had.</p> <p>Diane was asked to describe the process of making a complaint to Westlands. She reiterated that she would rather try and deal with the problem at the time.</p>
Other items		
Dr Castle's research project	SM, DM	<p>Sue asked whether there was any more information about our involvement with this. Diane agreed to follow this up.</p> <p>Postscript note The 2nd version of the app is currently being developed by Dr Castle and when ready, he will involve members of the PG.</p>
Patient Group Recruitment	SM	<p>Sue asked the group how we can improve recruitment. Emmaclair shared with us how she came to join the Patient Group.</p> <p>It was suggested that the newly acquired noticeboard is used to promote the Patient Group and hopefully generate recruitment.</p> <p>Lucie offered to contact the 'virtual' members of the Patient Group via the website. It was agreed that more members are needed and that recruiting from an existing pool could be the way forward.</p>
Patient Group involvement with web site	SM, LO	<p>Lucie has been authorised to work on the web site and requested help from the Patient Group. It was agreed that Lucie, Gail, Emmaclair and Amanda will form a sub-group to review the web site and make changes, particularly to 'personalise' the content. Photos of staff were considered important for the web site and at Westlands; Emmaclair offered to help, given that she has had experience with taking "head shots".</p>
Waiting Room Initiative	DM	<p>The Signposter service is no longer running at Westlands.</p> <p>Citizens Advice Bureau has approached Westlands to enter into a partnership whereby it provides an information service, if Westlands can provide a computer. Diane is going to request money from Councillor Price's community fund.</p>

	SM, DM	Diane confirmed that the old 'call' screens in the waiting room have been removed. Bob reported that the main screen gets stuck. Diane will look into this.
Way forward with other Patient Groups within the Primary Care Network	SM, DM	Sue asked about possible collaboration with other Patient Groups who are in the Primary Care Network. Diane confirmed that it is still very early days for this group of GP practices. Sue will continue to report back from the meetings she attends with other Patient Groups from the Gosport and Fareham areas.
AOB	SM, DM	The results of the GP Survey were generally positive. Dr Nash has asked the PG to consider how mental health needs can be better identified, given the 21% of Westlands patients who responded "no, not at all" for the category "the health care professional recognised or understood any mental health needs during their last GP appointment". A lengthy discussion ensued. Suggestions included a themed display on one of the noticeboards and another to have available relevant leaflets. A schedule was drawn up for support of the three Saturday 'flu clinics on 21/9, 28/9 and 26/10.
Date & time of next Patient Group meeting		Wednesday, 27th November at 530pm
Date & time of next Waiting Room sub group meeting		Friday, 11 th October 1-2pm
Website sub group meeting to be confirmed.		