



GROVE HOUSE PRACTICE

Patient Group Meeting: 2nd October 2014

Attendees:

Sydney Broxton (Chair)	John Lawrence
Ann Turner-Culverhouse	Ken Ramsden
Earle Ryan	Jacky Slator
Edward Rawlinson	Toni Johns
Sharon Hearty	Joanne Hughes

1. Apologies:

Tony Bamber	Deborah Kelly	Tony Hayes	Oli Gomersall
Mandy Devine	Christine Owen		

2. Matters arising from minutes/actions from the previous meeting.

None discussed

3. Exit Survey Results

No exit surveys received.

4. Update on priorities for 2014/15 (see action plan update):

a. Patient education/support sessions

▪ Over 75s event feedback

Jacky shared that the Practice sent out 213 invites to our patients over 75 and 25 patients attended on the day. Due to the Practice having over 800+ patients over the age of 75 it was decided that the education session would be used to target a specific group of patients. During the education session a survey was given to the patients to fill in, Jacky passed out a copy of the survey results to the group *please see separate sheet*. Jacky talked through the survey results, she doesn't feel that the amount of responses we received is enough feedback therefore she suggested that we run a survey out across all patients over 75 this could include a multiple choice of what services we could offer, we could also think about taking Oli up on his suggestion to call patients. Ken agrees that sometimes when asking patients to fill in questionnaire there and then it can sometimes put them on the spot and they don't have time to think about what they would like to say. Jacky feels that the event went very well but thinks it is a shame that it was not better attended.

Jacky shared with the attendees of the session that the practice was considering dedicated telephone slots for patient over 75, the attendees liked this idea, Jacky will take this information back to the 'Over 75s working group' for further discussion. Ted feels that we are making some effort for nothing, he has received a letter to inform him of his named GP but has not yet had the chance to make use of this, Jacky explained that informing patients of their named GP was a Government initiative.

Ken feels that overall the event was very well organised and Ann suggested that we inform all patients that the event went well, possibly via a newsletter.

Jacky has agreed to speak to Oli and to see if other Practices would like to take this on board. Ken suggested we also take this to Des Chow to share at the PPG+ meetings.

Jacky asked the group if they feel that we should plan another event for the over 75s but invite all patients? However Jacky is still worried that if 'all' or even 'half' of our patient over 75 attended this would be too many. Ann feels that it would be a good idea to invite them all. John attended the event and shared that he found Safe in Town very useful. Syd advised that overall the group agrees that we should and will support this. Jacky will take this to the next 'Over 75s working group meeting'.

Action: Jacky to take information obtained at this meeting regarding dedicated telephone calls and arranging another over 75s event to the 'Over 75s working group'

Action: Jacky to speak to Oli regarding rolling the event out across all Practices.

b. Access

▪ Online services

Jacky shared that as of the 1st October the practice introduced the new appointment system. The patient online booking service has now changed and there is a different sign on from the previous appointment system. Jacky handed out an information sheet for 'Patient access online services' *please see separate sheet* she advised that this online service can also be downloaded to mobile phones if needed. Ken asked if there is a specific amount of appointments kept for the online booking service and Jacky advised no, all face to face appointments can be booked either via reception or online, this includes flu appointments, prescriptions can also be ordered. Patients are currently unable to book telephone appointments online but this is a development that is being looked at. Syd commented that when the appointments are gone they are gone.

Sharon asked when the flu appointments start, Jacky advised that the appointments start on the 6th October and that we have a walk in flu clinic on Saturday the 11th October 8.30 – 12.30 no appointment necessary. Earl shared that he requested a face to face appointment with a GP at reception and was told to contact reception back the following morning to book this, when he came in the following morning before the phone lines went on he was told that there were no appointments but then an appointment was found for him. He asked if on that given day does that mean that there were no appointments on that day for patients who would call the Practice at 8.30am when the phones went on. Jacky explained that we have not held appointments back for on the day for a long time and explained to Earl how the appointment system works. Ann shared that when she rang the Practice today she was offered an appointment for Tuesday. Jacky informed the group that when calling the Practice the waiting time should not be as long as the automated message now offers only 2 options, this should also cut down on the cost to patients when making a call.

Jacky informed the group that the Flu clinic that we are holding on the 11th October will consist of 8 clinicians to carry out injections, patients will be given a short form to fill in while they wait to be seen with details such as:

- Name
- Address
- Are you well?
- Have you had the vaccination before?
- Are you allergic to eggs?

Staff members will then input the details onto the system after the injection has been administered.

Action: The group will review the new appointment system at the next meeting.

Jacky informed the group that eventually everyone will have access online to services such as viewing their medication, allergies recorded, this is currently in the process of being set up, this may eventually include showing patients their test results. Jacky expressed that she would like advice from the group regarding this. Jacky advised that

patients records were originally written for clinicians and were not for the patients to read. Syd does not understand what it is that we are trying to achieve? John shared that it is because of the 'Freedom of Information'. Ted feels it is necessary especially because people can forget things, hospitals can look up the information they need more easily. Jacky advised that this is slightly different than 'Summary Care Records'. Ken feels that all this technology must cost a lot and that there is already a shortage of funds in the NHS.

c. Proactive care for over 75s

- As above

5. Friends & Family Test (FFT)

Jacky shared that by the 1st December the FFT Government scheme will be introduced to all general Practices. She advised that the FFT require the following question to be asked and this question cannot be changed:

'Would you recommend our services to family and friends?'

Each Practice can ask a 2nd question if they choose to. Jacky feels that short term the 2nd question could be:

'Why do you say that?'

Over time we could develop this. Patients who take part in the test can remain anonymous. Ann feels that this is a good vehicle to find out if patients like the Practice.

It was agreed to initially use Jacky's suggestion for the 2nd question.

6. Patient suggestion/comments box:

3 comments received - please see comments book in reception waiting room for details and responses

7. AOB:

- Extended Access

Ken asked if the early morning extended hours are going well. Jacky advised that they are not going as well as we first thought they would but she feels that we do need to give it a little bit longer. The new online booking service appears differently than the old one, now all the GPs available slots can be seen which may make patients more aware.

- PPG+

Jacky handed out the agenda for the upcoming PPG+ meeting *please see separate sheet*. Ted feels that the PPG+ should be more pro-active in trying to get patients to go to these meetings.

- Older Peoples Empowerment Network

Ted shared that to be a member you don't have to pay but you have to agree to attend the conference that is held every year. This is a National Organisation for any older person with a problem, they will help.

- Apologies

Earl sends his apologies for the rest of 2014.

8: Date of next meeting:
Thursday 23rd October 2014 at 5.30pm