

# **PATIENT PARTICIPATION MEETING**

**Friday 20<sup>th</sup> March 2015**

## **MINUTES**

**Present: Dr Robson, Samantha Cox, Victoria Desmond, Judith Harrigan, Tony Saville, Jane Page, Brian Sleafer Gwen Salmon, David Gregory, Gordon Crawford**

**Annie Taylor and Kate Williams**

1. **Apologies**

Apologies were received from Gaenor Jones

The group welcomed Mr Gordon Crawford.

2. **Minutes of last meeting** (23.1.15)

3. **Matters Arising – see below**

4. **Felsted Pharmacy Application – update**

Dr Robson advised the group that Anup from Yogi Pharmacy has submitted an application for a pharmacy licence in Felsted. Tony Saville is to check and see if he has a copy of the original petition with signatures on etc in case of need.

5. **Flyer/Newsletter**

Flyer - Annie reported that this was in progress. It was felt that there was a great need to promote patient access – online booking, ordering of medications. Annie explained that online booking is available 24/7 and when the patient is booking an appointment they see the same availability as receptionists. Judith commented that using the online booking service saves a phone call and subsequent wait. Did Not Attend (DNA) is a big problem and the members and practice felt that this issue should also be in the flyer advising patients of wasted appointments over the last seven months. The practice has put in place a policy to advise patients of the potential consequences if they persistently do not attend/cancel their booked appointments.

6. **DNA – February update**

There were 36 DNA appointments at Felsted and 144 DNA appointments at John Tasker House. It was again discussed that a firmer line should be taken with persistent DNA's.

## 7. **Surgery Questionnaire**

Esther receptionist has been in reception handing out patient surveys for completion. To date we have 420 responses compared to 130 last time. Three action plans are needed.

1. Online booking needs to be promoted. Posters are to be displayed in the surgery waiting room and promoted through the newsletter and practice flyer.
2. Discussion regarding dispensary – improvement is still needed. Staffing levels were discussed and the possibility of having a dispenser available at lunchtime as at present patients are only able to collect medications and not speak to a dispenser if they have any queries. Annie reported that the volume of work was a contributory factor and also pressure due to patients not giving 48 hours' notice and wanting their medication as soon as possible because they had run out. Mr Crawford suggested could the practice not look at having an online reminder system in place to alert patients two to three weeks before their medication is due to be reissued.
3. Multiple appointments to be replaced by one. When patients are being called in for several individual appointments for different conditions, could these not be looked at and the patient have a longer appointment to review their overall disease management.

## 8. **PPG Terms of Reference**

This needs to be agreed at the next meeting which is scheduled for 12<sup>th</sup> June. Annie will send a copy of the above with the minutes.

## 9. **Suggestion Box**

No suggestions at John Tasker House or Felsted Surgery.

## 10. **AOB.**

Annie asked for volunteers to come to the surgery during the CQC visit which is on Thursday 2<sup>nd</sup> April. Brian, Jane, Gwen, Victoria (pm only), Sam (pm only) will come to John Tasker House and Tony and Gordon to Felsted.

Gordon said that the triage system did not work for everyone. There are areas where mobile phone signals are very poor and if you are waiting for a call from a doctor and were unable to be near to a landline this was a problem. Dr Robson suggested going to go to the surgery in person and explaining this to the receptionist.

Tony commented that his wife had been unable to make an appointment for April as he was told that the “book was not open” and would it be possible for an actual date to be given when appointments for the following month are available. Annie explained that this was not possible as GP training dates are not always available until the last minute, locums would then need to be put in place and long-term sickness all had an effect on putting the next appointments on due to uncertainty and then the possibility of appointments needing to be cancelled.

Kate mentioned the vacancy on the PPG and the Felsted Parish Council were willing to publicise this and also the possibility of a link from their website to the surgery website to highlight important issues such as online ordering and booking. Annie will take this to the next Partners meeting but also queried if Angel Lane had been approached.

Sam enquired if anyone had heard that the Walk-in Centre at Springfield (near Sainsbury’s) is closing. Nobody in the group had any information on this and Sam is going to make further enquiries.

Judith mentioned information in the surgery and felt that patients did not always look at the notice board.

Annie informed the group that the Partners were discussing the possibility of having a TV in the waiting room – Notices would then be screened on the TV with a news channel at other times. This would distract patients from hearing conversations at reception etc.

Annie mentioned that we are now to receive funding for taking bloods as from 1<sup>st</sup> April.

The meeting closed at 2-50pm

**Date of next meeting – Friday 12<sup>th</sup> June at John Tasker House**