Wordsworth Health Centre Patient Particiapation Group

Minutes of the meeting

16th Jan 2014

List of Attendees

Ronald Reid (Chair)

Manjit Kalsey (Vice-Chair)

Franco La Faci (Practice Manager)

Lizi Goodyear (GP)

Mehrunnisa Bax (PPG Member)

Monica Zenonos (Patient participation & Complaints Manager)

1.0 Welcome & apologies

2.0 Minutes to be deferred until next time as not printed... no actions came to light

3.0 patient Surveys

3:1 Disappointing no. of surveys. 60 (usually around 300). thought to be due to staffing issues Didn't seem to get to the pharmacists as previously discussed.

Although the 60 did have lots of information within them... reflection on quality rather than quantity.

Q1- seemed to create problems with split box... too many ticks, telephone no.s written.. not really satisfactory enough info. to form a conclusion or response to. agreed to ignore

Q2 Higher than expected % for booked immediately 33%

Q3 specified dr issues didn't really reveal anything conclusive

Q7 prescription not ready in 48hrs was striking and important to reflect on 10%

Q8 41.6% referred to hospitals/organisations!!!!

Q9 waiting for appt and then found not been sent... something about process in which referrals are sent

Q11 19% didn't respond... 20% said didn't know which is difficult to interpret

COMMENTS

Phones busy, not able to get through, cost of calls, message too long Issues for working people mostly +ve reception and doctor comments some complaints about waiting to be seen

PPG some concern re reception staff attitude, but also the way patients speak to reception.... expectations on both sides and responsibilities discussed... patient perception PPG expressed support and understanding about way reception staff are sometimes treated. Monica felt that comments are fair and seem to reflect the complaints that she has been dealing with The overall response is much better than last year

Agreement that Franco and Dr Goodyear will address the phone message. shorter and better options Franco has been assessing calls and the costings... sometimes up to 45p/min.

Discussion about appt system and solutions... Dr Goodyear explained access meeting the practice has had, the juxaposition between patient expectation of need and health need.. the concept of triage and pre booked appts

Mehrunissa suggested a process by which another health professional could perhaps speak to people identified as accessing the system a lot to help change health behaviours...

Ron mentioned a 111 like process for reception to use to be able to identify problems and need better... mixed feelings

Discussion about triage.. total triage versus system arrangements different ways of accessing

Comment about needing better phlebotomy service ... PPG felt amazing service that we provide and can be +ve about advertising this to patients (esp as is not funded)

Referrals not being received... agreed process has been looked at... something about handing responsibility to patients... agreed a sign to be placed in reception area stating if not heard about referral within certain time to contact surgery

prescriptions not ready 48hrs.... items not issued, requested on saturday? or 5pm on 1 day.. expectations around 48hrs

4.0: AOB question from mehrunnisa about whether a GP led unit for midwifery still exists... No

Treasurer Mehrunissa appointed and signed appropriate mandate forms in meeting (Susan has not been tracked left 7y back £505 in account)

Discussion about recruitment... item next meeting to discuss terms of membership- roles and responsibilties

Discussion next meeting about use of 500 quid and whether fun day or...

5.0 SUMMARY OF ACTIONS

-Minutes form last time Monica

-Thank you from PPG to all staff re improvement on patient survey Franco

-Telephone message to be improved up dated Lizi & Franco

-Sign in GP rooms/reception about referrals and to contact surgery if not heard in certain time - -

-Franco more phone lines Franco reviewing access and appt systems

-Practice partners clear message about rpt prescription due dates.. ie. if in before 1pm then 48hrs, after 72hrs on working days

-Franco messages about appts being 10mins long and that sometimes there may be a wait. franco ---

-Standing item about pt survey on each meeting rather than cramming into 6/12

-Recrutiment notice in reception for PPG Monica

6.0 Date of next meeting 27th Feb 5pm