

New Street and Netherton Group Practice
Patient Participation Group

Minutes
Saturday 17th March 2012 (4th Meeting)

Present: Anne Tinsdeall (Practice Manager)
Jonathan Bray (Medical Secretary / Receptionist)
Andrew Redfearn (Patient)
Margot Redfearn (Patient)
Kevin Smith (Patient)
Raphael Adesina (Patient; had to leave at 11.00 am)
Aileen Patterson (Patient)
Pamela Powis (Patient)
Susan Jennett (Patient)

Apologies: Virginia Roberts
Antony Walsh
Lynne Whittaker
Paula Knight
Christine Knight

1. Welcome and Introductions and Review of Previous Minutes

All members of the group introduced themselves for the benefit of new members.

Anne went through the major points of the last meeting:

- Repeat prescriptions;
- Booking double appointments;
- Why the GPs work across both sites (e.g. minor operations / procedures can only be carried out at New Street because of infection control regulations).

The following was also discussed in this section:

- A separate website will soon be available to view the minutes of the meetings;
- How “SystemOne” will soon be replacing the existing “EMIS LV” computer system. This is to allow tighter integration with the community staff. The go-live date of Thursday 17th May 2012 was discussed, along with the details of the changeover period (14th to 21st May) and how consideration regarding repeat prescriptions would be appreciated during this busy period. An advice sheet was distributed;
- Toys and leaflets in the waiting rooms and the regulations of infection control;
- The date of the next meeting was agreed - Saturday 26th May at 10.00 am.

2. Elect Chairperson

Due to the main focus of this meeting being the results of the Patient Survey (see below), a chairperson was not elected. However, Andrew Redfearn has agreed to act as secretary for all meetings.

3. Patient Survey - Discuss Results and Agree Possible Action Plan

- An “A” rating was awarded by interviewees in most sections;
- A “C” rating was awarded regarding access to booking appointments and double appointments;
- The overall ambient temperature at Netherton (“heat”) was discussed and the general consensus among those present was that the surgery was too hot. Anne is to follow-up, but she advised that the comfort of all patients at all times was necessary;
- Flu jabs running out - patients had complained that they couldn’t get a jab, but during the last “flu season”, the surgeries had vaccinated all “at risk” patients. Patients with chronic illnesses (e.g. heart problems) will be offered a complimentary jab first, with any spares being allocated on a “first come, first served” basis. It was advised that most High Street pharmacies (e.g. “Boots”) offer jabs at a reasonable price;
- Booking follow-up appointments - some patients were unsure when to book a follow-up if the doctor “wanted to see them again in a month”. As there are generally 4 weeks of appointments available on the system, it was agreed that the best course of action was to book a follow-up appointment before leaving the surgery. Alternatively, a “slip” could be issued to the patient asking them to book again in a month;
- Text / SMS reminders for appointments - “SystemOne” has the facility to do this, but consent is needed by the patient. If a patient has completed a “Contact Details” form and provided a mobile number, then this is acceptable as “consent”. It was mentioned that Huddersfield and Halifax hospitals already provide this service to out-patients;
- “Receptionist doesn’t smile” - it was agreed that the receptionists are overall very friendly and courteous and this comment may be a case of “nit-picking”. However, it was agreed that everyone coming into the surgeries should be greeted in a friendly and welcoming manner to help them feel at ease. Raphael - coming from a customer service background - thought that this was particularly important. Anne also advised that Reception staff are allowed to use their mobiles only in emergencies and that the call should be out of earshot of all patients;
- It was noted that the responses to questions 9 - 23 on page 1 of the survey achieved an “Excellent” rating;
- To assist all patients wanting early or late appointments, it was agreed that if other patients could attend “during the day”, this would be helpful;
- Regarding missed appointments, statistically the worst “culprits” are those that book on the day. It was agreed that this was unacceptable and a waste of time and resources. If new patients don’t attend their “new health check” appointment, then the system has the facility to remove them from the patients list. Patients with children would only be removed if removal didn’t put the children at risk;
- “New baby” clinics in the surgeries were discussed;
- Most patients were happy with the courtesy and care they received from the GPs, the main issues being access to appointments (see “point 2” above);
- It was mentioned that a surgery in Slaithwaite “had no issues with access to appointments”, with all their appointments being “book on the day”. It was agreed that it would be completely unfeasible for the New Street and Netherton surgeries to implement this method and it would be a “backward step” in patient access;
- It was suggested that lines open at 8.00 am instead of 8.30 am and the implications of this were discussed - staff arriving earlier, extra cost on the “wages bill” etc;
- Raphael said that he liked the now-defunct triage system of doctors calling back patients on the phone and the reassurance provided by the phone call;
- Visits to patients (both permanent and temporary) in nursing homes by the GPs was discussed, to provide further information on why they’re not always available and what some of their working day entails;
- It was suggested that patients be informed on arrival if their GP was running late;
- “Repeat prescriptions” were discussed and it was agreed that the current system is generally okay.

Action Plan:

- Anne to look at improving access to appointments (open lines at 8.00 / 8.15 am?);
- Try to advise patients not to “save up” more than two problems per appointment to help the GPs to run on time.

4. Local Health Watch

Anne passed on details of “workshops” being held at the “Brian Jackson Centre”.

5. Change in Clinical System - New System “SystemOne”

Already covered in section 1.

6. Advice Sheets on Ordering Repeat Medication Early During “Cut-Over” Period

Already covered in section 1.

7. New Practice Website

The meeting closed with details of the New Practice Website:

www.thenewstreetsurgery.co.uk

Or the link below for the Netherton Surgery. All information shared between the sites are the same apart from the Surgery picture.

www.nethertonsurgery.co.uk

*** Thanks to all who attended today’s meeting. ***