

The Crouch Oak Family Practice

Minutes of the Patient Participation Group Meeting

Tuesday 4 October 2016 July 2016

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| Present: | Clive Huselbury (CH) | Patient Representative (Chair) |
| | Susan Cross (SC) | Practice Manager |
| | Sarah Stanley-Smith (SSS) | IM&T/Deputy Practice Manager |
| | Dr Theodora Mantzourani | GP Partner |
| | Jean Barker (JB) | Patient Representative |
| | Ray Griffith (RG) | Patient Representative |
| | Pat Stanley (PS) | Patient Representative |
| | Patricia Tilley (PT) | Patient Representative |
| | Gavin Handford (GH) | Patient Representative |

| | | Action |
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| 1 | Apologies: John Dean (JD), Sara Hatchwell (SH). | |
| 2 | Declaration of conflicts of interest: None declared. | |
| 3 | Introductions: CH welcomed Dr Theodora Mantzourani and Gavin Handford to the Group. This was followed by round table introductions. | |
| 4 | Minutes of the previous meeting 26 July 2016: Approved. | |
| 5 | Matters arising from the previous meeting: | |
| | 5.1 Stakeholder Meetings (Item 4.1): CH reported that a Locality Stakeholder meeting was held on Tuesday 13 September 2016. It was noted that JD had attended the meeting and provided some feedback for CH who updated the Group with a brief summary, including the CCG's 5 Year Sustainability and Transformation plan. CH advised that further information could be found on the CCG website under 'Surrey Heartlands'. | ALL |
| | 5.2 Parking (Item 9.1): SC reported that she had been in contact with John Rice ((JR) Head of Commercial Services Runnymede Borough Council). It was noted that JR had advised that NHS Property services had not yet responded to his request for a meeting to discuss parking proposals. | |
| | SC reported that she had a follow up meeting scheduled with the CCG for 13 October 2016 to progress matters related to the local development plans. She agreed to provide feedback at the next meeting. | SC |
| | 5.3 PPG Membership (Item 8): It was noted that SSS had added a message to the electronic boards in the Practice to try to help recruitment. | |
| | 5.4 Sharing of patient data (Item 9.1): It was noted that SSS had made the Summary care Record opt out form available on the Practice website. | |
| 6 | Staffing Update: SC reported that two salaried doctors had been recruited with start dates of 1 November 2016 and 3 January 2017. She also advised that the recruitment process would continue in order to reduce the amount of Locum cover. | |
| | SC also reported that a new full time Practice Nurse (Suzanne Martin) had been recruited and her start date would be confirmed in due course. | |

It was noted that all the Administrative Assistant vacancies had been filled.

- 7 **Appointment System – Review:** SSS explained that the new triage system for on-the-day appointments had been implemented and would be reviewed towards the end of the year. SC advised that it would be helpful to have as much patient feedback as possible.

ALL

SC explained the reasons why the triage system had been introduced. It was noted that, in part, this had been due to the increasing expectations of patients to be contacted or seen on the same day. TH stated that a large proportion of patients do not require a same day service or urgent telephone consultations which aligns with the research that has been conducted in Primary Care.

There was a brief discussion on how we might educate patients about the services offered within the Practice and externally. RG suggested an appointment system flow chart be added to the website to assist patients. SC agreed to develop this in due course and link it with the development of the new website.

SC

GH proposed an increase use of social media for educational messages and SC advised that this would be considered.

8 **Key Areas for Focus:**

8.1 Patient Access: SSS advised that additional telephone lines had been installed in order to reduce waiting times and that enquiries had been made about having a facility to select a service. SC advised that further work would need to be carried out on the impact this would have on staffing.

It was noted that SSS had changed the background music on the telephone system to a comfort tone. Following some concerns about the new tone SSS agreed to amend the automated message to alert callers to what they would hear to ensure they do not feel that they have been cut off.

SSS

SC reported that as demand for services had been increasing, long patient queues had been developing at Reception. It was suggested that during the planned meet and greet exercise patients would be encouraged to utilise the Touch Screens for booking in. SSS advised that the FFT had been removed from the screens in order to streamline the process of booking in. SC advised that Eye Clinic patients no longer report to Reception.

8.2 The Surgery Website: SC reported that the current website had been reviewed and SSS had received the new mock up website. It was noted that further work would be undertaken to develop the new website and SC again requested comments from members on the current website. RG and CH agreed to attend a focus meeting when the mock up website had been developed

ALL

8.3 Patient Information: SSS advised that she had contacted the company (Multimedia International) which can supply a Health Education Screen for the waiting room free of charge in exchange for appropriate healthcare advertising. It was hoped that this would be installed towards the end of the year.

TM advised that patient information/leaflets are often given out to patients on particular conditions during a consultation when time allows. She also advised that there is a wealth of information available on NHS Choices which can be accessed easily.

8.4 Patient Involvement/FFT/Patient Feedback: It was agreed that the meet and greet/questionnaire exercise would be used to increase FFT responses, assess the opinions of

patients on the triage system and encourage use of the Touch Screens.

9 Any Other Business

9.1 Referral Letters: CH raised a question about the process for referring a patient to a consultant. SSS explained the electronic referral system used by the Practice.

9.2 EMIS/Test Results: Following a query that was raised by CH, SSS explained that test results/letters are updated on the clinical system when they have been seen and authorised by a doctor. These can then be viewed on-line. There was also a brief discussion on the various levels of permission that can be given for viewing records on-line.

9.3 Pharmacy 2U: It was noted that Pharmacy 2 U leaflets had been sent to patients of a number of Surgeries in the local area to promote the use of an Electronic Prescribing Service. SC advised that these leaflets had not been generated by the Practice and patient details had not been shared. She also agreed to find out a little more about this service.

SC

9.4 On-line Appointment System: PT stated that she had been having some difficulties with the new system. SSS explained that there had been some teething problems but these have now been resolved.

9.5 Patient Registration: There was a brief discussion about the new NHS England proposal for Practices to de-register patients who had not attended for 5 years. It was noted that the drive was to cut costs but that a number of external Groups had suggested that patients may be removed inappropriately, it could disproportionately affect some groups of patients and would increase the workload of Practices

10 Date of Next Meeting: Tuesday 17 January 2017 at 5.30pm