

## **Ashville Medical Practice Patient Reference Group Meeting Minutes 17<sup>th</sup> July 2014**

17<sup>th</sup> July 2014

Location: Ashville Medical Practice Conference Room

Attendees: Melanie Jones (Practice Manager)  
Ruth Nowodny (Practice Administrator)  
Patient Reference Group Members (14)

### **1. Update on Action Points from last meeting 17<sup>th</sup> of April 2014**

Terms of Reference updated to include a one week timescale for amendments to meeting minutes after they have been distributed. All members agreed to these changes – Action point closed.

Information regarding new appointment system was distributed out to patients – Action point closed.

### **Agenda Items Patient Reference Group Meeting 17<sup>th</sup> of July 2014**

#### **2. Practice News**

- We have two new apprentices who started work at the Practice in June, Zara and Hayley. Zara and Hayley will be working at the Practice for 12 months; they are currently enrolled on a scheme at Barnsley College and the practice is excited about supporting the college.
- Dr Wong and Dr Ennals our current GP Registrars will be leaving us on the 5<sup>th</sup> of August. We will have 3 new GP Registrars starting in August, Dr Wardle, Dr Smith and Dr Mahmood.
- Doctor Recruitment – Interviews have been conducted to recruit a 2<sup>nd</sup> GP however we have still not had any success. Applicants have been offered positions and then circumstances have changed for them and they have declined the offers. The practice will continue with Dr recruitment. We have recruited Dr James Pringle who will be starting on the 18<sup>th</sup> of August and until we recruit a suitable GP for the second position the partners will be working extra sessions themselves when required. We had Dr Kouchouk working for us doing Locum sessions, however Dr Kouchouk has had to leave at short notice therefore we are currently trying to source another Locum to aid with Dr Campbell's maternity leave.
- Patient Participation DES – We are pleased to say that we have passed the patient participation DES and achieved 100%. Only 57% of practices in the area achieved 100%
- Gisela Clark - The CCG have commissioned Gisela to work with practices to set up patient participation groups. Mel has arranged to meet with Gisela to tap into her knowledge and discuss our group and plans. If appropriate Gisela may be invited to attend one of our patient group meetings.

### 3. Appointments

The new appointment system was introduced on the 28<sup>th</sup> of April, and is monitored on a daily basis to see if any changes need to be made in order to enhance the appointment system. There has been an increased amount of same day appointments that we offer and also we have been able to increase the number of pre-bookable appointments with varying lead times i.e. 1 day, 3 days, 7 days and 14 days.

A change that has already been implemented is the Registrars will have their own clinic lists and set appointment times instead of working from the flexible list. This change gives the Registrars more structure, and also enhances the number of same day appointments and increases the number of appointments on a daily basis that have set times and are not within half hour time slots.

Prior to the new system being introduced concerns were raised by the group that patients may not like being asked the nature of their condition when asking for a same day appointment. The practice has not really experienced any issues in this area, and the information has proved to be very valuable when dealing with certain patients, as the need of urgency in assessing them was able to be identified very quickly, and prompt action taken.

We will continue to make changes to the system when necessary to improve appointment availability, and the practice is using clinical resource to its full potential to maximise appointment availability and also to provide resource for other clinics that are required to take place.

### 4. Priorities agreed and ideas to progress

Mel informed the group that the next patient participation group report has to be signed off by the patient group prior to submission. It was decided that a blank template of the report would be distributed to the group now, so the group could see the requirements and also be able to have their input into the content of the report should they wish to do so. We also discussed moving the January 2015 meeting to February in order to give more time for the report to be compiled and distributed for sign off.

#### Priority One

Appointments – Continual monitoring of the New Appointment System.

It was thought that the new appointments system would reduce the number of DNAs however they have increased. The table shows the number of DNAs for Dr appointments only prior to the implementation of the new system and after. The practice will continue to monitor this.

Month	Number of Dr appointments DNA'D
February 2014	57
March 2014	50
April 2014	67
May 2014	94
June 2014	84

## **Priority Two**

Patient Reference Group – Increase the number of members to enable more diverse representation of the practice population.

The group brainstormed ideas to try and increase the population of the group and suggestions included:

- Advertising on the Practice Jayex Board
- Give leaflets about the Patient Participation Group to new patients when registering.
- Give Leaflets to Health Visitors/Midwives for them to give out when seeing patients.
- Leaflet's to be put on Reception.
- Group Members offered to attend our Flu Clinic to give out leaflets.
- Information added to patients prescriptions.
- Put more posters on the Practice notice board.
- One member offered to put an article in the 'Ardsley News' - Article to be circulated to the group for approval prior to publishing.
- Place an advert on the Ardsley Residents Association Website
- Patient group members also offered to be contacted to give their feedback to other patients who might be interested in joining the group.
- A Practice Flyer was suggested, however the group wished to put this on hold at present.

Mel highlighted that from previous campaigns to obtain new members, there were in total 47 patients that had requested to join the group however some patients had never attended a meeting. Mel stated she thought patients may have misread the communication and provided their name and address without reading the flyer correctly. No email addresses were provided so these patients have not been sent agendas, minutes or any other communications.

It was agreed that on the basis of a probable misunderstanding, the patients would be removed from the patient group register.

## **Priority Three**

Obtaining Feedback/Communication – Encouraging feedback in the form of suggestions and comments.

It was suggested that we introduced more boxes for patients to leave their feedback, and put them around the surgery instead of just having the box on reception, this might encourage more feedback.

We also agreed that complaints, suggestions/comments and feedback would be shared at future meetings.

Complaints- the practice has received 1 complaint since 1st April 2014 (new financial year) and it was a staff training issue where a patient was booked with an incorrect clinician for a joint injection.

Suggestions/ Comments- 2 comments were received with regards to the brightness of the spotlights in the reception area. The position of the lights has been changed to point away from the waiting area, and they will also be turned off during summer months.

Compliments- 3 compliments were received on the new appointment system and that patients were pleased with how quick they had been seen, and that they had got an appointment on the same day.

## **6. Patient Council**

A Patient group member who attended the last Patient Council meeting informed the group that they discussed the End of Life Care Pathway and from July 2014 the Liverpool Care Pathway Way will cease and a new pathway will be implemented.

## **7. AOB**

From the 1<sup>st</sup> of April 2014 informing all patients who are 75 years or over of their named GP became a contractual requirement from NHS England. The practice decided that the best way to inform patients was by sending out letters. Patients over 75 were split equally between the Partners at the surgery. Having a named GP does not prevent patients from seeing any other GP in the practice.

## **Actions from Meeting**

- Mel to send out template of patient participation report to group members.
- Article for Ardsley News to be circulated for approval by all members.

**Next Patient Participation Group Meeting to be held on: -**

Thursday 23<sup>rd</sup> of October at 13.00pm