

Patient Participation Group

Minutes of meeting:

27.09.2011 held in Conference Room at Ashville Medical Practice.

James Logan informed the group that there had been some changes within the Practice with regards to staffing. Jim informed the group that he had put himself and two other managers on notice (Denise the Office Manager and Debbie the Reception Supervisor). The reasons for this were financial and would be part of a switch round to help the Practice in the future.

After this members of the group wished to thank Denise and Debbie for their work.

We are going to try and formalise our meetings and create a registration form to be part of the group. We will be inviting new members from the Practice Population.

Firstly the group discussed the minutes of the last meeting and went through the following points.

Flu Vaccines

We started the flu campaign in September and will be holding a Flu Saturday again on the 22nd of October. It is going quite well at the moment, but hopefully we will get a good response from the Flu Saturday. Heather our Nurse Practitioner informs the Primary Care Trust every week of our current figures. I will get some numbers and bring these to our next meeting, so that the group can be aware of roughly how many flu vaccinations we give.

Telephones

We are still trying to make changes to the telephone system as we have problems still with patients getting through on the appointments phone. We have just moved the appointments line into the back office to see if this helps with the situation. We just ask for our patients to bear with us, we will keep making changes until we get it right. We are looking into moving the self check in machine as we do not get enough of our patients using it. We want to promote the self check in machine. It has been suggested that we do a help guide so that patients are able to use this when checking in if they are unsure. We will get this sorted.

It was suggested that we have volunteers for example work experience students, but as we have mentioned before we cannot do this for confidentiality reasons.

Appointments

Jim informed everyone that we have just advertised for a new GP Partner to join the Practice. We are also in the process of changing the appointment system and will review this to see how it is working.

The group asked what percentage of appointments are wasted due to patients not attending appointments? Jim said it was about 30 per week. We can add this information on to the Jayex board to remind patients about the fact that it does waste Doctors' time and uses appointments up that another patient could have had.

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Amy Gillott from Barnsley Peoples First suggested that we need to educate our patients that they should cancel appointments. We could be more efficient as administration staff and cancel appointments for patients who are admitted, this is not always possible though as it might be too late as we have to wait for the discharge note in most cases.

Could we do the Text reminder service? This is something that we will have to look into.

Pain Management

There was a discussion about the problems that we are having with Barnsley Patients not being able to access this service anymore. One member said that they had received a letter from Steve Wainwright saying that we did not meet criteria; Jim asked to see this letter. We will update on this when we get more information.

Care Quality Commission

Jim informed everyone that CQC has been put back a year in General Practice. We will update on this in the future.

Referral Management

The Doctors are still having meetings with Barnsley Peoples First to help reduce our rate of referrals to the Hospital. We are going to add information to our Practice Website about the fact that the Practice is charged when a patient attends A&E and has blood tests etc.

It was mentioned that the Diabetic Clinic have been advising patients to attend their own GP for their blood tests; we do get charged for this but unfortunately it is the patient's choice and if it is easier for them to access their surgery then travel back to the Hospital they will continue to do this.

Hospital Prescriptions

These prescriptions do not seem to be causing a huge problem at the moment.

We are still synchronizing patients' repeat medications at the Practice. If you want this to be done to your medications you can call the script line between 11-2pm. We do also offer repeat dispensing of medication so that patients who are on simple medications can have a longer prescription done to last between 6 and 12 months, contact script clerk for more information.

A member did ask about are generic prescribing of medications, Dr Rainford stated that we do have to prescribe in this way this is dictated to us by the Primary Care Trust.

Patient Participation DES

We are taking part in the Patient Participation Direct Enhanced Service. To fulfill this service we will be creating a patient survey. Hopefully from the survey results we will be able to make changes that will make certain things better for our patients. We do also need to recruit more members in our patient

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Group with different backgrounds and ages so that we get a wider range views. The group briefly discussed the survey and ideas were noted so that the survey can be created.

The Practice Website

Dr Rainford informed everyone that she will be looking into updating our website and trying to make it a bit more interesting. We will be adding pictures of the doctors and Nurses. We will be adding information of all our services and adding links to other websites that might be useful to our patients.

Patient Education

The group talked about health education and the fact that this should be advertised to our patients. Dr Rainford said that she holds substance and alcohol misuse clinics and this is something that she will be adding information on our website about. Dr Rainford said that she was worried about how unhealthy eating habits were growing in our society due to cheap food retailers selling junk food so cheap. Amy Gillott said that it might be work while getting the local Health Trainers to come in and put a stand up in our reception to promote healthy eating (we will look into this).

Any other business

Mrs Frost asked about sharps boxes and how patients get new ones – we will let her know about this.

There is a sunken step on the way up to the Practice (we will get Shaun the caretaker to look at this)

Breast Screening – The group had noticed that the Hospital had starting inviting our patients and they said they thought it was a really good service.

Next meeting - TBC