

**St Vincent Practice**  
**Patient Participation Group Minutes**

**Wednesday 26<sup>th</sup> February 2014 held at St Vincent Practice**

Present:	Dr P Donk	GP
	Mrs Ruth Parker	Assistant Practice Manager
	Debbie Wright	Senior Practice Nurse
	Beverly Latti	Senior Receptionist
	WW	Patient
	CW	Patient
	IR	Patient
	WS	Patient
	SB	Patient
	JS	Patient
	PG	Patient
	IG	Patient
	MH	Patient
	RH	Patient
	AE	Patient
	SE	Patient
	SR	Patient
	PL	Patient

Note Taker: Mrs Ruth Parker

Ruth welcomed all the patients to the meeting & thanked them for taking the time to attend.

Ruth gave an up date to the patients on the possible closure of Hollybush Health Centre, as this was an ongoing concern to the patients. She informed them that for the foreseeable future the practice will continue to provide services at Hollybush Health Centre and that currently the practice is working with NHS England regarding this and as soon as we have any more information we will inform the patients of this.

As discussed at the last meeting the patients felt the receptionists should promote the use of the self check in machine for appointments, to free up their time. As a practice we agreed this would be beneficial and Beverley asked if any of the patients would be willing to volunteer to promote this to patients in the surgery. One of the patients volunteered for this & is going to come in two mornings a week to do this and to also promote Systmonline where patients can book their own appointments and order prescriptions online.

As discussed at the last meeting Beverley mentioned to the group that patients were still ringing for results at the busiest times of the day and as a practice we have now introduced a policy of ringing after 11am for test results. We hope this will allow the reception staff to deal with patients who are ringing for emergencies appointments first thing to and will also allow patients to be able to get through to the surgery. One gentleman asked if he could obtain their results via systmonline and we said it was not possible due to confidentiality and security.

Ruth informed the group that a spokeswoman from the Carer's service was attending the meeting today to inform them of the services able available to them. She asked if they had any further interests or any other services they would find beneficial coming to speak with them to let Beverley know so that we could organise this.

As a group we discussed the patient Newsletter January/February (please see attached for reference)

Ruth asked the group if they had received the leaflet from the government about the new care.data model. She explained that this is an opt out scheme and if patients didn't do so they will be considered as having opted in. one lady asked if this was the same model as the enhanced summary care record, Ruth explained that this was a different model and that the purposes of care.data was to allow the NHS to identify patterns/trends of the population in different areas with regards to illnesses/medications etc. A discussion around this new model took place. Some patients felt that their information would be sold on to third parties and Dr Donk explained that due to confidentiality restrictions & data protection this would not be the case and due to these issues it had been announced in the press that this model would be delayed in coming into effect for another six months!

Ruth asked patients if they were aware of systmonline and if they used it. Some of the patients at the group did use it and others said they would consider signing up to access this facility. It was explained how easy and convenient it was to use this system.

Ruth asked if the group had any other other items they would like to discuss:

A patient asked about the DNA of appointments. We explained the procedure in the practice for patients who do not attend their appointments and that it was very difficult to deduct patients from the practice because of their non attendance of appointments. We did explain that we did write to patients who continuously failed to attend their appointments.

One patient asked if we had seen an improvement in appointment access since altering the system. We explained that we had seen an improvement since recruiting new GPs to the practice and that due to the season's changing we had seen a drop in demand for appointments. We are currently booking a week in advance for routine appointments, but patients can also

book up to four weeks in advance. Debbie also explained that we do have the triage & duty doctor list running daily so should it be an emergency and it was felt clinically they should be seen today they would be given an appointment. We also explained that as we were continuing to provide services at Hollybush health centre that we would be looking to recruit another GP.

One patient said that they had been registered at the surgery for over 30 years and would like to see the practice continue to improve and expand and that if they could volunteer to help achieve this then they would for the future of younger population accessing the service. We all thanked the patient for this and said that would be very much appreciated.

One patient said that they thought the triage system was good and very beneficial to patients. Debbie explained how this worked for patients with minor and chronic conditions and the practice weren't trying to fob patients off without offering them appointment as if they did need to be seen they would be given an appointment.

Beverley gave JT's (a patient) apologies for not attending today's meeting as unfortunately his guide dog had passed away. Everyone gave their best wishes.

#### Carer's service

Beverley informed Ruth that the patients thought it was very beneficial to hear the services they could access & that some of the patients signed up to access these services.

Beverley is going to see what other local services are available and ask the group if they would find this of interest for the next meeting.

Next meeting is to be in the summer. Beverley will contact the patients.