

## Patient participation group meeting

Thursday 22<sup>nd</sup> September 2016

Present: Dr Donk, Claire Loveday, Beverley Latibeaudiere, Ruth Robson,  
Jackie Broadbent, Nahid Akhtar, Sandra Firbank, Sue Ash.

- Claire welcomed everyone to today's meeting and introduced all the staff members present.
- Mary Fiori Nurse from the bowel and urology service gave a very interesting and informative presentation on what the service offered. Mary informed us that the name of the service had recently changed to "continence health advisory service" and that it may be changing again to SCS. Many of the group said that they were not aware of this service and found Mary's presentation both interesting and informative with many questions being asked. Mary left information leaflets at the surgery for patients wanting to obtain further information.
- Claire updated the group on what was happening currently here at the surgery:  
Flu vaccination season is upon us again and we have already started taking bookings. At the moment we are offering in appointments during the week only. These can be pre-booked, however we will endeavour to offer this service as a "drop in" to patients who are at the surgery and may not have already booked. We may look at opening a few Saturday flu clinics depending on the demand. Claire went on to discuss that most of the local pharmacies are also offering the flu vaccination and continued by explaining how the money leaves the NHS and goes into the private sector if vaccinations are given in the pharmacies. Dr Donk added that as a practice we have to buy these expensive vaccines and if there are a lot leftover the expense in waste to the practice is very costly.

The group were informed that our 2 new Nurse practitioners had started and had daily appointments available. Claire explained how the practice

was already seeing an improvement in appointment availability and access for patients offering a wider choice of health professional to patients. As this is still relatively new the reception staff may ask questions regarding the nature of the problem as this will enable them to direct you to the relevant health professional. In time we foresee that both staff and patients will have a better awareness of who is most suitable to deal with a particular problem.

One of our group members queried how messages left for a certain Doctor were actioned? On a recent occasion this group member had to wait longer than she would have liked for a response to a request. We apologised that on this occasion we didn't meet the patients' need on an acceptable time scale. We advised the patient that if this situation were to arise again, to ask the receptionist to direct her request to the relevant person who could action this promptly.

The question of online bookings was raised during the course of the meeting. We had members who were not fully aware of this service, therefore Claire explained to the group what this entailed and added that in the future patients will be allowed to access "summary care records" and "coded records" as part of the on line service. We will, of course offer an identical service to patients who do not have on line access.

We updated the group on the number of appointments that were not attended. The last count was 1179 which is down from the last figure of 1629. The practice has introduced a text reminder service which we hope will eradicate the problem of missed appointments further. Patients can sign up to this service at reception.

Tuesday 13<sup>th</sup> September 2016 saw us receive a visit from the CQC. Although we will not receive the official outcome for 4-6 weeks we felt the feedback given on the day was very positive, with the mention of our appointment system being included in this positive response.

Mr & Mrs Holmes, two of our regular members were kind enough to give their time on the day to speak to the CQC inspector along with Mr & Mrs Gumsley who kindly went to our Holly Bush surgery to speak to inspectors there.

Mr Holmes spoke of the type of questions and information they asked during an hour long discussion with the inspector, there was quite a “comprehensive” list of questions regarding our group meetings. Mr & Mrs Holmes explained how various subjects were covered and spoke of the many things that had been generated as a result of things discussed at the meetings. He also mentioned how we have many interesting speakers at our meetings. This went on to open a discussion about a wider group of people attending the meetings, and the possibility of the meetings being held at varying times during the day to attract other patients ie young mums, students. Claire said she would certainly give this some consideration.

- We are holding our annual Macmillan coffee morning here at the surgery on Thursday 29<sup>th</sup> September from 9 until 12 noon. There will be tea and coffee available along with the ever popular cake stall, whilst you can also take part in a few fun games, a raffle and a tombola, everyone is welcome to come along for a chat and a cake, we hope to see you all there.
  - Next meeting will be just before Christmas.
- Thank you to everyone who attended.

