

## PATIENT PARTICIPATION GROUP MEETING

Tuesday 11<sup>th</sup> June 2013, 6.30pm – 7.30pm

### MINUTES

#### Attendees

Darren Berry	Practice Manager	Dr A Kaura	Partner
Joanna Wagget	Practice Nurse	Anne Hogarth	Receptionist
R. Wilson	Patient Chair	C. Knox	Secretary
D. McLellan	Patient	G. Catnach	Patient
W. Bagnall	Patient	M Rowe	Patient

#### Welcome and Introductions

##### Minutes from 5<sup>th</sup> March 2013

- Discussed and agreed

##### Introduction to New Practice Staff

- Mr Berry introduced himself to the PPG attendees; Darren joined the practice as Practice Manager on 15<sup>th</sup> April 2013, replacing Carol Sales.
- Joanna Wagget, our new Practice Nurse introduced herself, Joanna joined the practice on 7<sup>th</sup> May 2013, and confirmed that she would be working 5 days a week at the practice, with late appointments available up to 5.30pm, on 3 days per week.

##### Priorities Identified in the Patient Participation Report

- Mr Berry commented that since joining the practice, that in his view, that overall the practice performs well, and supports the needs of the patients, but there is always room for improvement.
- Working through the priorities identified in the patient survey, will assist in improving how the practice operates.

##### Booking appointments ahead

*Further work is required to advertise the online facility and also to ensure that adequate appointments are available for booking ahead online.*

- DB advised that he was looking to promote the online service using the TV in reception to raise awareness.
- DB also advised that the configuration of the online facility has now been amended, so that appointments for all GPs are available to be booked online. This means that when patients call to book, or book online the same appointments are available through either contact method.

**Action: to be completed by 30 June 2013**

## Answering the phone

*To examine staffing levels and duties to ensure adequate cover for receiving incoming telephone calls.*

- DB advised that on the whole, incoming phone calls are answered in a timely manner, at peak times, i.e. when the phone lines first open, there will be delays getting through.
- In relation to the prescription line, which is only open at certain times, DB advised that there are high demands when the phone line opens. There is only one Receptionist taking the calls, so if the line is busy, then the Receptionist is talking to a patient.
- DB is to review the prescription line set up, so that an introductory message is played, and to also look at ways of promoting the online repeat prescription requesting facility.

**Action: to be completed by 30 June 2013**

## Speaking to a doctor on the phone

*To conduct an appointment to assist in identifying improvements and greater opportunities for access to clinicians by telephone*

- DB advised that the facility to speak with a clinician on the telephone is available; these phone calls would take place after morning clinics have ended, and can be pre-booked subject to availability. DB agreed to promote this service via the TV screen in Reception

**Action: to be completed by 30 June 2013**

## Wait time before appointment commences

*To determine from the clinical system, the average appointment wait times and attempt to shorten waiting times*

- DB advised that since joining, he had not had a chance to review this as yet, but would update at the next PPG meeting.

**Action: to be completed by 30 June 2013**

## Online services

*Review the promotion of online services and inform the practice population of the service.*

- As above, DB advised that he would look in to greater promotion of the online services available to the patients

**Action: to be completed by 30 June 2013**

## Practice opening hours

*To examine the times and days when appointments are available to better meet need*

- DB advised that an update would be provided at next PPG Meeting.

**Action: to be completed by 30 September 2013**

### **Entrance to Practice**

Concern was raised again with regard to access at the entrance of the building; this affects those patients in wheelchairs, and patients with children in prams. DB advised that the partners are in discussion with the landlord and NHS England regarding this matter.

### **Update From Dr Anjum**

Dr Anjum provided an update on the practice, including details of the recent educational sessions that she has attended.

### **NHS North Tyneside Clinical Commissioning Group Update**

DB provided a brief update on the CCG, which became responsible for commissioning local services from 1<sup>st</sup> April 2013. Dr S Lackey is currently working at the CCG as a Clinical Director, in addition to his role at Woodlands Park.

### **Electronic Prescribing Update**

DB provided an update on the electronic prescribing process. Davisons, Boots and Lloyd Pharmacies are now linked electronically to the practice, so that repeat medication paper prescriptions are no longer printed, and the request is sent electronically to the Pharmacy.

Patients need to opt in to this service, either at the practice or at the Pharmacy.

### **BP machines for home monitoring**

Concern was raised by members of the PPG with regard to ensuring that accurate readings were being taken, if home BP readings were carried out by patient's themselves.

JW advised that an appointment could be made with Richard to run through how to operate the BP machine and advise how the checks should be carried out.

### **Raising awareness of Dementia**

A request was made to see if there was anything that could be done in the practice to raise awareness of the symptoms of dementia, as there could be some patients who have signs of dementia but are undiagnosed.

- DB to investigate and update.

### **PPG Meeting Day and Times**

DB enquired whether the day and time of the PPG meeting could be rotated, so that different partners could attend.

- The PPG agreed that the day and time could be changed. A 5.30pm meeting time was also suggested as being preferable.

### **Date of next meeting**

To be confirmed, will be September / October 2013.

DB to circulate and communicate the meeting date and time