

Roslea Surgery
Minutes of meeting held:
29th March 2012 at
6pm

Attendees:

Dr Helen King
Paula Ord
Mr Bayes
Mr Roy Andrews
Mr Brian Moore
Mr Peter Day
Mr Robert Gore
Mrs Alma Borseley
Mrs Kelly
Mrs Henderson
Mr & Mrs Nayee

Apologies:

Mrs Williams
Mrs Valerie Burke
Mrs Agnes Smith
Mrs Sparrow
Mr Wareing
Mrs Stewart
Mrs Boardman

Type of Meeting:

Patient Participation Group Meeting

Introduction:

Unfortunately Dr King was unavailable to attend the meeting so Dr Cheung very kindly offered to stand in as chair person. Introductions were made after light refreshments were offered.

Item 1: The minutes of the last meeting

Dr Cheung read out the minutes of the last meeting and the following items were discussed:

1) DNA (did not attend) -- Paula gave the PPG members the total DNA'd appointments for January, February & March

January 35 pt's DNA – breakdown = 27 Doctors appts 8 Nurses appts = total hours lost = 8
February 47 pt's DNA – breakdown = 47 Doctors appts 13 Nurses appts = 11
March 64 pt's DNA – breakdown = 64 Doctors appts 22 nurses appts = 13

Most of the members of the PPG suggested we introduce a text system. This would be a text message sent to a patient the day before they had an appointment to remind them. It was also suggested that we make an effort to obtain patient's mobile numbers by having a form in reception for people to complete with their current contact details. Dr Cheung outlined the efforts we make currently to obtain as many contact details as we can, such as: asking patients for current contact details when a referral is done, entering mobile numbers on the computer records when a triage call has taken place and for any new patients there is a form they need to complete which includes current contact details.

2) Prescription ordering online – currently we do not offer this service and we discussed the possible options available to us at the moment. We discussed setting up an email address for patients who have access to the internet solely for ordering prescriptions. Dr Cheung informed PPG members that we are currently waiting for a date to set up a new computer system called EMIS web. This system will allow patients to order

prescriptions online more securely. It was decided that we would wait until we were live with EMIS web before setting up any online prescription ordering service.

3) EMIS web – Dr Cheung gave a brief outline of how this new computer system will work. This new system will allow patients to view their own health record online; it will allow patients to order prescriptions online and can be programmed to send text alerts to patients for reminders

Item 2: Patient Questionnaire

A copy of the results of the patient questionnaire was given to the PPG members. This questionnaire was conducted over a 2 week period and we had almost 100 questionnaires completed. We discussed each point in turn and the following suggestions were made:

PPG members would like 7.30 am appointments to be available making it easier for patients who work or have children to be seen at a more convenient time.

Also; 5.30pm to 7pm appointments to be made available. Many of the PPG members and 44% of the patients who completed the patient questionnaire found it difficult to get through on the telephones. We have 6 lines coming in to the surgery and at peak times (8am to 10am) we have 5 staff members answering the telephones. We discussed call handling & Mr Day suggested split surgeries, patients can ring in the morning for morning appointments, and in the afternoon for afternoon appointments. Many of the members and Dr Cheung thought this was a good idea.

It was suggested that we have a notice board publicising our website and giving patients information regarding the services provided at Roslea would be beneficial for our patients.

Item 3: Disabled parking

The practice manager has approached the council regarding having a disabled parking place. A council official has been out to the premises to assess this and will inform the practice manager of their decision in due course.

AOB:

Dr Cheung outlined the future of the PCT (Primary Care Trust). The PCT will no longer be functioning in 2013 and at present is only running with 25% staffing.

We discussed the possible themes for Health Information sessions. It was suggested that we hold information nights on National Health Days, for example no smoking day or prostate awareness day etc.

Action items:

- 1) Discuss text alert system with the partners and feedback at next PPG meeting
- 2) Keep PPG members up-to-date of the EMIS web go-live date
- 3) A new, more in-depth questionnaire to be designed and handed out to patients. The results to be discussed at the next PPG meeting.
- 4) Discuss split surgeries with partners and staff and feedback to PPG members at the next meeting.
- 5) Relay any information to the PPG members regarding disabled parking.

Summary

I would like to thank all of you that came along to the meeting. I felt it went very well and was very productive. I very much look forward to seeing you at the next meeting which will be held on: **Thursday 28th June 2012 at 6pm.**

Thank you.

