

DERBY ROAD HEALTH CENTRE

Patient Participation Group Meeting

“Your Voice”

Monday, 7th October 2013 at 5pm

Minutes of the Meeting

Practice Attendees: Emma Bravery (Managing Partner),
Dr Karen Hambleton (GP), Anna Benner (Practice Assistant),
Simon Craddock (IT Officer)

Patient Attendees: Stephen Hyde (Chairman), Robert Kirkwood,
Rupert & Hazel Sadler, Albert & Corinne Hayes, Derek Shepherd,
Keith Morris, Alan Gough, Harry Hatton, Patrick & Glynis Randle

Apologies: Jean Eyre, Mr and Mrs Nunwa, Mr and Mrs Fulton,
Susan MacKnight, Chris Kerry, James Brown

Agenda:

- 1) New Advanced Nurse Practitioner, Jakki Moon – brief introduction from Jakki regarding her new role within the surgery and to explain her role within the practice.
 - Triage telephone calls for same day appointments
 - Offers same day appointments if necessary
 - Highly trained and can do everything that a GP does except issue sick notes.
 - Mondays and Fridays one and half hours of triage, rest of the week, one hour of triage.
 - Jakki has found the system works well so far.
 - This has helped to ease the pressure off the GPs.

- 2) Website Feedback SC: The new website went live in April/May this year and has seen changes to the menu system, hopefully this is now easier to use and the practice would welcome any feedback from the group.
 - SH: A photo of Dr Hambleton have been added to the website to give a more friendly representation of the practice and it was agreed that a photo of all clinical staff should be added to the website and their profiles updated. SC to Action.

- The PPG page, has been updated with a brief introduction by SH, the newsletters have been added to this page also.
- KM: The mobile application has shown a display issue and SC to look into this.
- The generic email (contact.us@drhc.or.g.uk) to be added to the contact details on the PPG page and a new email address for direct contact to the chairman. SC to Action.
- NHS Choices website – to be monitored by SC with regard to responding to comments posted. A 'thank you' for positive comments is always worth while.
- DS: When ordering a repeat prescription on SystemOne, the message says to see your GP for a review, but patients can now see the nurse, can we change the message? EB to investigate.

3) Review of 2013 Action Plan

- Confidentiality at reception desk – new privacy screening has been put up and seems very effective.
- Receptionists informing patients if the doctor is running late, more than 15mins late. Self-Check-in screen also now gives the 'number of patients in front'.
- Saturday Opening – not physically possible at this moment in time but always willing to relook at this issue in the future.
- Raising Patient Awareness & Easy Access to Information - New Website implemented in April/May 2013, more use of the notice boards in waiting rooms.
- New Appointment System – a new leaflet developed, distributed and added to the website.
- Automated System – promoted through newsletter, notice boards, and the website.
- DNA's (Did Not Attends) – EB to produce the figures regarding DNAs and present to the group for analysis. Patients still receive sms messaging to try to reduce the numbers of DNAs. EB to Action.
- InterCare – The recycling of prescription drugs has worked successfully. Collection point at DRHC and posters in the waiting rooms.
- Open Evening – to be discussed again at a later date.
- Notice Boards – the group has commented that the notice boards have significantly improved.
- Consultation Times – discussed with doctors but felt this would not be beneficial as it would decrease appointment availability.
- Risk Assessment – Report has been received and suggested the basic findings be added to the Newsletter? EB to action.

4) Changes within the Practice

- EB: Dr Rebecca Lloyd left the practice at the end of September; part of Jakki's role is to ensure that the loss of a GP does not affect patients and their ability to get appointments.
- KH: The practice nurses role has been extended within the practice to help ease pressure off the GPs, offering routine health checks for chronic diseases, e.g. diabetics, blood pressure monitoring, medication reviews

- KH: Birthday Reviews have been introduced; patients are invited for an appointment to ensure all health checks are carried out and a leaflet has been developed.
 - EB: A new Data Sharing scheme is being implemented nationally and DRHC are developing a new leaflet to inform patients of their right to opt in or out of the data sharing. There are three elements to the scheme. Patients will be informed via the leaflet and also sms messaging. EB to Action.
- 5) Changes within the NHS has seen the inception of NHS England and the abolition of the PCT (Primary Care Trust) as of April 2013. GPs are now working together with the CCG (Clinical Commissioning Group) to look at the provision of secondary care and patient services.
- KH is on the board of the CCG and is working hard to ensure that patient care is a priority.
 - Most changes will be implemented in April 2014 until then the logistics of provision of care still have to be resolved.
 - The main change is that all the 'enhanced services', e.g. phlebotomy, previously provided by GPs has to be bid for. The private sector is also able to bid for provision of these services and there is a concern over continuity of care and maintaining standards of care.
 - All contracts are a fixed price; there are concerns that the bids which win, will be the ones that offers the best value for money, rather than the best care for the patients.
 - If a tender is won, patients still have to be made aware that they have a choice where they receive their care services.
 - KH: There is still 'a lot of the unknown' about what the coming months will bring, and an organisational nightmare to work through; there is still a wait for the contracts to be issued.
 - SH: The patient support group have offered their support with the bids.
 - SH: Suggested a 6months summary for the website explaining the impact on the practice and the effect on patient care. KH to Action.
- 6) General Feedback on Practice and Patient Experience – What would patients like to see done differently? The group to contact AB with any thoughts or ideas. anna.benner@drhc.org.uk
- SH: Boundary Map to be added to the notice boards and 'Principals of the Practice' to also be displayed – EB to Action.
- 7) General Feedback on Increasing Patient Numbers – Currently standing at 9,600 patients.
- A new leaflet for DRHC is currently a 'work in progress' and should be ready by the end of the month. This will then be distributed locally. AB to Action.
 - AB: The Freshers Fare was less successful this year, students seem to have a lack of understanding of the processes of registering as a permanent or temporary patient, SH suggested an addition to the website student page and Facebook, explaining their choices and the processes of registering. AB to Action.

A banner will be put up on the fence outside to try to attract more students and a leaflet drop will also take place within this month.

- An advertisement within the 'Park Essentials' has been placed which will be distributed to all residents of The Park and continue to be distributed over the next two years.
- Word of mouth still continues to be the best way of promoting the surgery.
- KM: 'Breeze' Magazine suggested as possible advertising avenue. AB to Action.
- GR: Suggested further monitoring of feedback from campaigns, e.g. 'how did you hear about us?', already on the new patient questionnaires, data needs collating. AB to Action.

8) Practice Survey – Agreed last years survey should be used for this year to enable a comparative view. Some minor changes agreed:

- Change heading to 'Derby Road Health Centre Patient Questionnaire' and the same for Grange Farm Medical Centre.
- Question 2 – Reception i) delete question C, ii) Add 'How effective and relevant was' to questions A and B
- Question 3 – Clinicians, change all 'clinicians' to 'doctors and nurses' to make it easier to understand.
SC to Action changes on the Questionnaire.
- Robert Kirkwood requested that last years results be sent to him. EB to Action.

9) Next Meeting: Monday, 13th January 2014 @ 5pm