

DERBY ROAD HEALTH CENTRE

Patient Participation Group Meeting

“Your Voice”

Monday, 3rd March 2014 at 5pm

Minutes of the Meeting

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

Patient Attendees: Stephen Hyde (Chairman), Robert Kirkwood,
Rupert & Hazel Sadler, Albert & Corinne Hayes, Derek Shepherd,
Keith Morris, Alan Gough, Harry Hatton, Patrick & Glynis Randle,
Mrs Jean Eyre, Chris Kerry, Lynda Newton, Mr and Mrs Nunwa

Apologies: Mr and Mrs Fulton, James Brown, Paulette Williams,

Agenda:

- 1) Update regarding New Advanced Nurse Practitioner, Jakki Moon –
 - A two week audit of Jakki's appointments and triaging, approximately 100 consultations has shown that:
 - 66% of patients were helped over the telephone
 - 64% were seen face to face by Jakki and were satisfied
 - 10% seen Jakki and were given follow-up appointments with either Jakki or the GP
 - 0.05% were not satisfied
 - Jakki has shown to be competent, is well liked and is a great new member of the team
 - From the GPs perspective, their workload has been alleviated and availability of appointments for follow-up has increased
 - GPs are to run a triage in Jakkis' absence
 - The triage seems to be working well but will be reviewed again in six months
- 2) Appointment System Update
 - A major change is that patients are not being asked to call back at 8am to book a same day appointment, patients are offered any available appointment
 - Action - This is to be trialled for March and then reviewed

- Reception staff has a script to ask 'why the patient needs to be seen?' so that hopefully the appropriate appointment is given, e.g. nurse appointment, minor illness clinic. Sensitivity to be observed!
- Patients are still to be triaged by Jakki if they request a same day or urgent appointment
- Suggestions to form a smaller patient group to look at the appointment system – anyone interested to please contact Anna
- ABC (Annual Birthday Check) – patients are invited in for a review at the time of their birthday, its intention is to do all reviews and tests that they need for those patients with chronic diseases, this has proved to be working well but will be reviewed at the end of 12months
- Two new reception staff have been employed.

3) DNAs – (Did Not Attends)

- Still averaging approximately 300 per month, initially they were less (100pm) when text message reminders were sent, this has since had little effect even though messages are still being sent
- Any suggestions welcome to improve DNA figures
- Action - Currently patients have no facility to text to DRHC to cancel appointments, but we can look into this, possibly text to DRHC Mobile?
- Action - It was suggested that letters be reinstated to send to patients after three missed appointments within a certain time period – to be discussed with the GPs
- Action - The automated system offers patients a way of cancelling appointments, to be added to the newsletter to increase awareness
- Action – patients to be sent a text message after each DNA
- Action - Newsletter to highlight DNAs

4) Update Regarding Tendering of Contracts

- DRHC has won the following contracts:
 - Treatment Room Services
 - Ear Syringing
 - ECG
 - H-Pylori
- These services are therefore available to DRHC patients and non-registered patients. Outside patients can be treated here by referral from their own GP. DRHC do not anticipate a big demand for this.
- If we treat patients who are not our own we get paid for providing this service.
- Phlebotomy – This bid has been submitted but we will not get a decision about this until November 2014; the delay has been caused by a new pathology system which has just been introduced.
- Phlebotomy – DRHC were not previously getting paid for providing this service, once the bid is won, we will then get paid for this service.
- All contracts will last for a period of 3 years

5) Information Sharing

- Concern over 'assumed consent'
- Summary Care Record is essential for emergency treatment; it provides allergies and medicines and allergic reactions to medicines to emergency care healthcare workers – this system has been in place for some years
- Care.Data Research has been postponed for six months while more information is disseminated to patients; concerns over 'selling' data
- Electronic Data Sharing Model (EDSM) – Sharing medical information improves patient care and treatment between healthcare professionals
- Noticeboard commended for providing information together with the new Information Sharing leaflet
- Information has also been added to the website and facebook
- Worries over data not been secure and protected means that patients do need more assurances

6) Patient Numbers

- As of 6th March 2014 patient numbers stand at 9622 with our target standing at 10,000
- The Lenton Flats are being emptied and demolished effecting some 500 residents and patients
- However, this figure is only 10 different from last years' figures so has not been effected dramatically
- Any efforts to increase patient numbers has been put on hold while the new appointment system is being tested
- DRHC patients can be seen at GFMC on occasion but DRHC would not like to encourage this as there are only a limited number of appointments available at GFMC, phlebotomy appointments for convenience would not be a problem

7) Survey Results

- 300 patients surveyed over a three month period
- Mostly positive comments, most areas have seen an improvement from last year
- Appointment System – continues to be a point of some negativity, its hoped the new appointment system will improve access and availability
- Reception has seen more negative comment - two new staff to start in March hopefully will help improve the service

8) Actions Achieved since last Meeting

- KH photo been added to the website
- The surgery's generic email has been added to the PPG page on the website and one created for S Hyde, PPG Chairman
- Sign for Students has been erected on Derby Road and a 2,000 leaflet drop to attract students as patients has been distributed
- Patients Numbers – a leaflet has been produced for distribution to the local community, and an advert in the Park Essentials has been published

- Information Sharing Leaflet – produced and available for all patients

9) Additional Actions

- Principles of the Practice/Patients Charter & Boundary Map to be put up in waiting room
- Student page on Website – Anna to add brief paragraph explaining to students their options and how to register as a patient
- Newsletter – ABC Reviews, New Appointment System, DNA, Information Sharing, Automated System – (DNAs)