

# DERBY ROAD HEALTH CENTRE

## Patient Participation Group Meeting

### “Your Voice”

Monday, 30<sup>th</sup> June 2014 at 5pm

### Minutes of the Meeting

Practice Attendees: Emma Bravery (Managing Partner),  
Anna Benner (Practice Assistant)

Patient Attendees: Stephen Hyde (Chairman), Robert Kirkwood,  
Rupert & Hazel Sadler, Albert & Corinne Hayes, Derek Shepherd,  
Patrick & Glynis Randle, Miss Jean Eyre, Dawn Hazle

Apologies: Mr and Mrs Fulton, James Brown, Paulette Williams,  
Keith Morris, Alan Gough, Harry Hatton, Chris Kerry, Lynda Newton,  
Mr and Mrs Nunwa

### **Agenda:**

- 1) New Practice Manager
  - EB - A new operations manager will be employed to work 30hours per week. The main responsibilities of the new manager will be to deal with patients and manage staff. They will also be responsible for the day to day running of the practice and will manage any complaints.
  - EB will stay on as Business Manager working 8days per month managing the strategic and financial management of the practice.
  
- 2) Appointment System Update
  - Appointment availability has improved with the new appointment system.
  - The nurse practitioner Jakki triaging appointments is working well and has helped to manage appointments much more efficiently.
  - PPG report no personal experiences of problems making appointments.
  - Locums have been appointed to help cover holiday periods and so maintain good appointment availability.
  - A new GP has been recruited for GFMC and DRHC, who will be starting in August, this will also help with continuity of care and again appointment availability.

- Currently pre-bookable appointments are available within 5 days, patients can book same day urgent appointments and pre-bookable up to 4 weeks ahead.

### 3) DNAs – (Did Not Attends)

- Last month saw DNAs at 325 which is roughly still around the same.
- Following on from the PPG's suggestion regarding sending letters, the staff have been brain storming and a new procedure has been devised to deal with DNA patients:
  - The top 30 DNA offenders have been identified.
  - The worst patient missed 12 appointments in 12 months.
  - If they DNA 3 times in 12 months, they are sent a letter
  - The letter states that for any future appointments, they must arrive 30 minutes early, or the appointment is cancelled and given to another patient.
  - They must do this for the next minimum 3 appointments (or more if they missed more than 3 in 12 months).
  - Query – number of missed appointments which were nurses/GPs? Nurses appointments seen as less important than GP appointments?
  - Cultural differences, could this be a factor? Hard to assess.
  - Follow up phone call – reason for DNA?
  - Text messaging no longer seems effective in reducing the number of DNAs, could emailing patients be a better alternative?
  - Change text message? – e.g. ask patient to confirm they will attend or the appointment will be cancelled.
  - Patients to be sent a text message after each DNA?
  - Patients to be sent copy of patients charter?
- ACTIONED - The automated system offers patients a way of cancelling appointments, added to the newsletter to increase awareness.
- ACTIONED - Newsletter to highlight DNAs
- ACTIONED – Letters to be sent to top DNA offenders - (Jean Eyre suggests 3 letters prior to penalising patients by the half hour rule 7<sup>th</sup> July 2014)

### 4) Unavoidable Admissions – Enhanced Service

- DRHC have registered to this particular service, which:
  - Identifies our most Vulnerable Patients, who are most likely to Attend A & E.
  - 400 patients on the list, (min 2% of list size).
  - A detailed Care Plan is developed for each patient.
  - The list is reviewed monthly as well as A & E attendances.
  - GPs try to avoid unnecessary attendances.
  - Community matrons are involved in the care to help reduce admissions.
  - The Care Co-ordinator assists to give good care to vulnerable patients.

5) South Notts Transformation Plan

- The aim is to streamline health and social care services across the whole of the country.
  - To meet demand
  - To give integrated health, social and mental care
  - To improve the quality of care and to be more economically efficient
- SH sits on the advisory group and will keep the group informed, reporting back any updates.
- Anyone interested and wanting to know more, or wanting to get involved, please contact SH.

6) Pharmacy – now Boots Pharmacy

- EB has contacted the pharmacy and is hopeful that a good working relationship will be developed with Boots, who have taken over from Burrows & Close.
- It is hoped that they will be able to provide good opening hours which will fit in with the surgery and therefore the patients' needs.
- EB hopes that we will be able to invite a representative from Boots Pharmacy to the next PPG meeting.

7) Over 75s

- Part of our NHS contract is to contact the over 75s and inform them of their named GP.
- Letters will be going out next week, (over 800).
- Patient care will not be affected and patients will still be able to see whichever GP they choose.

8) CQC – Care Quality Commission

- The regulators are changing the inspection regime
- DRHC should expect an inspection between now and April 2016
- They may ask the PPG for their views.
- Retired GPs and/or nurses will perform the inspections.
- DRHC has to show that they are safe, caring, responsive and well lead.
- Patients should leave feedback on the 'nhs choices' website:  
[www.nhs.uk](http://www.nhs.uk)

9) Autumn Family & Friends Survey

- A new government initiative which starts after 1<sup>st</sup> December 2014
- The surgery must ask all patients if they would recommend the surgery to their friends and family.

10) CCG App – for Apple, Android and Blackberry

- Developed to help patients navigate the healthcare system.
- SH suggests it be promoted, and a link put on the website and next newsletter. – TO ACTION
- Link: [www.nottinghamcity.nhs.uk](http://www.nottinghamcity.nhs.uk)

- 11) Actions Achieved since last Meeting
- Patients Charter has been put up in the waiting room down stairs.
  - Newsletter – highlighting DNAs & Automated Appt System to cancel appointments.
  - Letters to top 30 DNA patients.
  - Outstanding – Student page on Website – Anna to add brief paragraph explaining to students their options and how to register as a patient.
- 12) Next Meeting – Monday, 8<sup>th</sup> September @ 5pm