

DERBY ROAD HEALTH CENTRE

Patient Participation Group Meeting

“Your Voice”

Monday, 11th May 2015 at 5pm

Minutes of the Meeting

Practice Attendees: Louise Perkins (Practice Manager)
Anna Benner (Practice Assistant)

Patient Attendees: Stephen Hyde (Chairman), Robert Kirkwood, Dawn Hazle, Glynis and Patrick Randle, Margaret Gotheridge, Rupert & Hazel Sadler, Keith Morris,

Apologies: Corinne & Albert Hayes, Chris Kerry, Miss Jean Eyre, Alan Gough, Harry Hatton, James Brown, Paulette Williams, David Skinner, Sue MacKnight

Agenda:

- 1 Appointments system –responsiveness audit
- 2 Family and friends and patient survey
- 3 Patient Participation action plan report.
- 4 Electronic Prescribing Update
- 5 IT Helpdesk opening times
- 6 Staff update- nurse triage
- 7 Boots pharmacy hours
- 8 Wollaton leaflet drop
- 9 Any other business
- 10 Date for next meeting Monday 14th Sept 2015 – timely to agree the new survey based on the trends that we have in Sig events and complaints and action plan.

1) Appointments System including Responsiveness Audit - LP

- Louise had another meeting with the CCG and changed companies to assess the data which had previously been gathered and made changes to reception. Two new receptionists have been employed and rotas were made to accommodate busy times on reception. When the telephone calls were compared with other practices in relation to staffing, DRHC was found to be well staffed and DRHC hope to see an improvement in responsiveness. Future ‘customer/patient care’ training for all receptionists has been scheduled for July.

- A new contract has been agreed with our telephone providers and a new 0115 telephone number will be introduced very soon and the old 0844 number will be removed completely.
- The new website has been well received and Dawn Hazle commended its simplicity and ease of use. Dawn was happy that the 'busyness' and complexity of the old website had now gone.

2) Family and Friends and Patient Survey

- Patient response to the Friends and Family test was initially quite good when this was added to the questionnaire, unfortunately, since we have stopped doing the patient survey, it has been difficult to engage patients in completing the F and F form.
- Those that did complete the Friends and Family form have made positive comments and overall, up to date, 84% of patients would be 'likely' or 'extremely likely' to recommend us to their family and/or friends.
- While there is no target to reach for the F and F test, we have to continue to actively ask patients for their view.
- Patient Survey – The group looked at the results and felt overall there have been positive outcomes; and the group were happy that the points raised had been addressed, as proposed in the Patient Group Action Plan.

3) Patient Participation Action Plan

- The group looked at the Action Plan and were in agreement with the future proposals and also the actions which had been completed.
- Rob Kirkwood confirmed his contribution and agreement with the PP Action Plan and felt that the group had been listened to and that the patients' requests for changes and improvements had been implemented.

4) Electronic Prescribing – update

- Electronic Prescribing is on schedule and should be going live on 24th September.
- Initial problems with the system working effectively for our linked practices DRHC and Grange Farm MC have been ironed out and we are hoping the introduction of electronic prescribing will run smoothly.
- DRHC will be marketing the introduction of E.P. very soon and using as many avenues as possible to inform patients of this new service. However, LP said it would not be possible to send a letter to all patients as the cost would be too great.
- Patients have to choose a pharmacy for filling their electronic prescriptions, and this will be done as and when patients request a prescription. It is hoped that with the introduction of the new system, it will free up some time for receptionists and in effect give them more time for patients.

- 5) IT Helpdesk – opening times
 - Louise has spoken with the CCG who commission the helpdesk and asked if the helpdesk can be available earlier and later in the day to tie in with the opening times of GPs.
 - DRHC are currently awaiting an update from the CCG and will keep the group informed.

- 6) Staff Update
 - DRHC have two new Nurse Prescribers, Tracy Jones who started in April and Diane McGowan who will be starting in May as soon as all the relevant paperwork is in place.
 - Tracy Jones is working part-time, three half days and one full day per week.
 - Diane will be doing a job share with Jakki, (our existing nurse prescriber) to help with triaging appointments and they will both be working three days per week.

- 7) Boots Pharmacy
 - DRHC are happy to report that Boots Pharmacy has changed their opening hours to be more in line with the surgery opening times.
 - New Hours:
 - Mon, Wed and Thurs 08:00 -- 18:15
 - Tues and Friday 07:30 – 18:15

- 8) Wollaton Leaflet Drop
 - A new leaflet has been produced and focus was given to Radford, around the Hartley Road area since Hartley Road Medical Centre has recently been closed and therefore DRHC felt there was potential to attract new patients to the surgery.
 - More leaflets are on order and the next leaflet drop will be in the Wollaton area.
 - Rob Kirkwood has kindly offered to agree a suitable area for the next leaflet drop in Wollaton. Anna to contact.

- 9) MJOG – Text Reminders
 - As previously agreed reminders are being sent to DNA patients reminding them of the importance to cancel an unwanted appointment.

- 10) New Extension
 - DRHC have plans for an extension to be built at the back of the building and is scheduled to start in July and be completed within 12 weeks. This is positive news for all patients and staff with a new treatment room and two new consultation rooms. Access will be through the exit door at the bottom of the patient stairwell.

- 11) MacMillan
 - Patients are invited to a meeting by MacMillan in June, anyone interested please ask Louise for the details.

- 12) Next Meeting: Monday, 14th September 2015 @ 5pm