

# DERBY ROAD HEALTH CENTRE

## Patient Participation Group Meeting

### “Your Voice”

Monday, 14<sup>th</sup> September 2015 at 5pm

### Minutes of the Meeting

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

Patient Attendees: Stephen Hyde (Chairman), Robert Kirkwood, Corinne Hayes

Apologies: Albert Hayes, Chris Kerry, Miss Jean Eyre, Alan Gough, Harry Hatton, James Brown, Paulette Williams, David Skinner, Sue MacKnight, Dawn Hazle, Glynis and Patrick Randle, Margaret Gotheridge, Rupert & Hazel Sadler, Keith Morris,

### Agenda:

1. Touch Screen Update
  2. Extension Update
  3. Complaints and Significant Events) Analysis
  4. Questionnaire Review for 2015/2016 Patient Survey
  5. Electronic Prescribing Update
  6. CQC Practice Visit
  7. Any other Business
  8. Date for next meeting
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- 1) Touch Screen Update
    - The new screen is installed, there was unfortunately a three month delay but this was due a supplier problem. DRHC are happy that a new screen is up and running and once again this should help reduce queues at the reception desk.
    - The screen accommodates different languages.
  - 2) Extension Update
    - The extension has been started and is expected to finish around the end of November.
    - There were initially some delays due to supply problems with the bricks but that has now been resolved and the build is steaming ahead.

- Initially the window at the top of the patient stairwell was to be blocked up, but an agreement was reached to change the window instead to ensure it can still open and still allow light into the main building.

### 3) Complaints & Significant Events Analysis

- The data was analysed from April 2015 to August 2015, 13 complaints in total, the highest number (5) regarding communication.
- DRHC already have implemented changes to notifying patients when a prescription is requested but not issued. Reception are tasked by the secretaries who then contact the patient to explain why a prescription has not been issued.
- Rob felt that urgent prescription requests need to be dealt with in a less rigid way and there should be way of escalating the request if reception are not able to help. Louise confirmed that the secretaries could be contacted if the patient felt it was urgent.
- Each complaint discussed individually and at length.

### 4) Questionnaire Review for 2015/2016 Patient Survey

- The questionnaire was reviews by the group and changes made according to the complaints and significant events.
- Changes suggested and agreed as follows:
  - Your Visit Today - clarifying the first section would be a question regarding the patients' visit 'today'.
  - Communication – question D to be changed to be specifically about telephone contact.
  - Service Satisfaction – agreed to the addition of two specific questions re triage and repeat prescriptions.
- The questionnaire will then be reviewed by the GFMC patient group so that the questionnaire would be suitable for both practices, and agreed by both groups.

### 5) Electronic Prescribing Update

- A text has been sent to all patients advertising the new system and it has also been marketed in the usual way, e.g. website, facebook, newsletter, posters and leaflets.
- Training has been set for just prior to going live on the 24<sup>th</sup> September.
- Patients have to inform their preferred pharmacy of their choice, once we are live, DRHC will be able to put preferences on the patients' medical records.

### 6) CQC Practice Visit

- DRHC have had a practice CQC visit by the LMC (Local Medical Committee) and did very well, the CQC are expected sometime next year by September 2016. We will not be informed of the date/time that they will visit so need to be prepared.
- There were only some minor issues which were picked up on and DRHC would have passed an inspection were it the real inspection.

7) Poems in the Waiting Room

- Corrine kindly informed the group about the 'poems in the waiting room' scheme and DRHC are happy to confirm that we already sign up to this scheme and we receive poems regularly which are placed in the waiting room for the patients.

8) Flu Clinics

- Kirsten, our lead practice nurse was on the BBC local news regarding the importance of getting the flu vaccine this winter and informing patients of the flu clinics starting soon.

9) Dr Morar Leaving

- Disappointment over Dr Morar leaving the practice. Informing patients is always a challenge and finding a balance between passing that information to patients and at the same time allowing the GP the discretion to inform patients in a manner which suits their needs is difficult.
- Also confidentiality for the employee is also a factor and every situation is different. LP said she would pass this onto the partners.
- However, DRHC did inform patients through the usual mediums when it felt able to do so.

10) IT Helpdesk – Update

- DRHC are pleased to report that the IT Helpdesk is now open in-line with GP surgeries and opens at 8am, Monday to Friday.

11) Next Meeting: Monday, 18<sup>th</sup> January 2016 @ 5pm