

# DERBY ROAD HEALTH CENTRE

## Patient Participation Group Meeting “Your Voice”

Monday, 7<sup>th</sup> March 2016 at 2pm

### Minutes of the Meeting

Practice Attendees: Nikki Wood (Practice Manager)  
Anna Benner (Practice Assistant)

Patient Attendees: Stephen Hyde (Chairman), Robert Kirkwood,  
Mr Ruper and Mrs Hazel Sadler, Patrick Randle, Margaret Gothridge, Jean Eyre,  
and Ann Ceurstemont

Apologies: Albert and Corrine Hayes, James Brown, Dawn Hazle, Glynis Randle,  
Keith Morris, David Ward, Mr Darshan and Mrs Harbhajan Nunwa

Virtual Members: Derek Shepherd, Keith Morris, Dawn Hazle, James Brown,  
Chris Kerry

#### Agenda:

1. Nikki Wood – New Practice Manager Introduction
2. CCG Questionnaires and CCG/PPG Engagement
3. Access to GP Records from 1<sup>st</sup> April 2016
4. Named GP by 31<sup>st</sup> March 2016
5. Complaints
6. DNA's
7. Newsletter Distribution
8. CQC Visit - Update
9. Survey Results
10. Change of Time for Meetings
11. Any Other Business

- 1) Nikki Wood – New Practice Manager Introduction
  - Welcome to Nikki who looks forward to building a good relationship with the group.
- 2) CCG Questionnaires and CCG/PPG Engagement
  - Tracie Baker from the Clinical Commissioning Group (CCG) would like to attend the next PPG meeting, she is a Patient & Public Engagement Co-ordinator at the CCG.
  - Thank you to members for completing the CCG questionnaire, they will be passed on to the CCG. (Nine in total being completed.)
  - Message from Derek Shepherd who felt he was unable to complete the form as he not attended enough meetings but is willing to be a 'virtual' member.

### 3) Access to GP Records from 1<sup>st</sup> April 2016

- All patients can now request access to their medical records. We are ahead of the deadline given by NHS England.
- Patients can apply online and once they have been reviewed by the GP, the medical records can then be released to the patient.
- Patients can request access to their Summary/Medical Records via our website.

### 4) Named GP by 31<sup>st</sup> March 2016

- All patients have been sent a text or letter informing them that they have a named GP.
- The group confirmed that they had received a text message; good to know the system is working!
- Rob Kirkwood impressed that confidentiality was upheld at reception when he asked for his family's 'named GP'.
- Margaret, when asked at reception, was informed by reception that she did not need to know who her 'named GP was as she could see any GP. While this is true, reception should have still provided the information of her 'named GP'.
- Difference in treatment by reception raised by Rob and suggest be addressed with reception. Nikki to raise this at the next team/reception meeting. To Be Actioned.
- One problem has been high turnover of staff in reception and training of new staff, currently one staff left in January without notice and another leaving next week. However, looking at reasons for leaving, these have all been personal rather work related issued. Nikki is however doing exit interviews with staff who do leave to get feedback.
- Training is on-going and all new staff will received appropriate training.

### 5) Complaints

- In the last quarter, DRHC and GFMC have had 7 complaints in total.
- There have also been approximately nine patient concerns/grumbles.
- All complaints and grumbled have been resolved.
- Most complaints focused on 'accessibility of routine appointments', this is being addressed by increasing awareness of the Triage System, e.g. facebook, the website, and newsletter. Most patient complaints have been about the ability to get an appointment with a specific GP but this is not always possible.
- More locums have been employed to ensure that appointments are available when GPs are on annual leave.
- There was one clinical mis-diagnosis complaint but this was not upheld.
- Patient expectations seem to be getting higher and this has seen an unprecedented high demand in appointments.

### 6) DNA's – Did Not Attend's

- Statistics given to members for analysis.
- Average of 255per month between December 2015 and February 2016.

- Nikki now telephoning patients who DNA three appointments in a row to try to understand why the patient is having problems cancelling appointments and is trying to help to avoid this.
- Text message reminders still sent, but Rob pointed out that the email address on the text message could cause confusion about how to cancel an appointment.
- This is to be looked into, to see if the 'no-reply' email address can be removed from the text message. To Be Actioned.
- Automated system which is available 24/7 is to be promoted more (e.g. facebook, next newsletter) to advise patients they can cancel appointments in this way. To Be Actioned.

#### 7) Newsletter Distribution

- Stephen has suggested moving the newsletter to the reception desk to make it more visible. To Be Actioned.
- DRHC are also looking at getting a screen in the waiting room downstairs to promote what the surgery's services/clinics and to promote health prevention. Update at next meeting. To Be Actioned.
- The Newsletter Articles can be added to the screen too.
- GFMC already has a screen in their waiting room.

#### 8) Care Quality Commission (CQC) Visit - Update

- The CQC are in the area, DRHC are not sure when they will visit to make an inspection but DRHC have been preparing and had a 'mock CQC inspection' with all the team and so we feel that we are fully prepared.
- We will not be informed of the date/time that they will visit so need to be prepared.
- A new Comments and Feedback board has been put up in order to show the CQC patients compliments and 'thank you's for the positive treatment and care that they have received.

#### 9) Survey Results 2015-16

- There has been a 2% response to the survey. While this is an acceptable number, DRHC and the group would like to have a higher uptake of completed questionnaires.
- The group has suggested that next year to promote it more and that the nurses and GPs actually handing it to the patients might be more productive. To Be Actioned.
- Mostly positive results with lots of positive feedback.
- Access - GP appointments raised once again as an issue. Again, it is hoped the Triage System and our two new Advanced Care (Prescribing) Practitioners will help to ease this problem.
- Telephone System –Are calls answered in good time? Poor response, 50% Good or Very Good and 16% Excellent. Some improvement since the last survey, but DRHC continue to try to improve. More staff are on telephones during busiest times, Monday and Friday mornings.
- Rob also suggested looking at the number of calls coming into the practice to see whether there has been an increase since a year ago. It may be possible to gather these figures. Nikki will look into this. To Be Actioned.

- Lots of positive comments from patients completing the survey and also from the group.
- 10) Change of Time for Meetings – New Time of 2pm
- The group felt it was positive for older members but less so for younger working members.
  - Jean E very happy at 2pm time as meant she was able to come to meetings.
  - Patrick able to come but unfortunately Glynis not able to make this time on Mondays or Tuesdays.
  - Dawn H and Keith M unable to attend 2pm as at work.
  - Dave W felt it favoured staff rather than the groups' members and was disappointed he also would not be able to attend the 2pm meetings.
  - Other members, Derek Shepherd, James Brown and Chris Kerry were happy to be virtual members and not upset by the change to 2pm.
  - Possibility of having meetings at alternate 5pm and 2pm times to accommodate younger members? To be discussed further at the next meeting. The next meeting to be in the day to accommodate the CCQ Patient & Public Engagement Co-ordinator.
- 11) Any Other Business
- Annual Birthday Check (ABC Review)
    - Margaret mentioned there was no date on the ABC letter that she had received inviting her to make an appointment. Nikki to look into. To Be Actioned.
  - Preferred Contact by Members
    - The groups gave their choice of contact, e.g. email/post and duly noted for future reference.
    - Other members to be asked their preference. To Be Actioned.
  - Leaflet Drop – Wollaton/Bilborough and surrounding areas.
    - 5,000 leaflets delivery was completed by 1<sup>st</sup> March and we hope that both GFMC and DRHC will receive more patient registrations.
    - Query from both Rob and Ann that they had not received a leaflet on Russell Drive, yet this was one of the targeted addresses. Will query with the distributors. To Be Actioned.
  - Flu Clinic
    - Patrick mentioned the problem with the last flu clinics.
    - At the last flu clinics, appointments started at 9am but the doors didn't open until 9am, lots of complaints about the elderly and infirm having to wait in long queues outside in bad weather and nowhere to sit down.
    - The complaint was addressed at the time by the previous practice manager and it was decided that appointments would start a little later, for example 9.10am and that the flu letter should state that the doors do not open until 9am. To Be Actioned.
  - **Next Meeting: Monday, 6<sup>th</sup> June 2016 at 2pm.**