

Notes from Patient Participation Group meeting held at Oadby Central Surgery on Tuesday 3rd June 2014

Attendees: Paul Gibson (PG, Chair), Valerie Leech (VL), Valerie Cleaver (VC), Mabel Sharpe (MS), Lynn Hunter (LH), Mark Hardy (MH), Bob Fahey (BF), Peter Halford (PH), Colin Scrimshire (CS), Margaret Howe (MH), Audrey Wicks (AW), Claire Deare (CD, Practice Manager), Andy Cook (AC, GP), Beth Smith (BS)

Apologies: Suzy Allsop.

Welcome and Introductions

PG welcomed the group.

Those present introduced themselves.

Minutes of the last meeting

The notes of the meeting on 8th April 2014 were agreed as a true record.

Matters arising

- **Named Doctor for Patients aged 75 & over**

MS asked if patients would be able to have a say in who their registered GP is. CD explained that although it is not possible to let all patients decide who their named GP is, if there are any concerns once a patient and GP are matched the patient can always ask for the GP to be changed. CD also explained that although the patients will have a named GP, they can still choose which GP they wish to see.

- **Electronic Prescribing**

CD explained that as a practice we will be moving to electronic prescribing, however this will not be until later on in the year as we are planning on changing clinical software systems and we would like to get the new software in place before switching to the electronic prescribing.

- **Digital Information System**

We now have the digital information system installed in the waiting room.

Membership Update

CS was warmly welcomed to the group.

Review of Suggestions Received

Five Suggestions had been received since the last meeting, four via the practice website and one via the Suggestions Box in the reception area.

Suggestion	Action
From Website – Patient would like to register however unable to register online, was using a mobile device to access the site and there was no ‘register box’ or ‘register link’.	We contacted the patient and arranged online registration.
From Website - I have a repeat prescription and use the service provided by boots. Each month when I go to boots to collect, they put on in my card that the prescription is not ready as they haven't received it from the surgery. Boots have on record that they have requested it but when they phone the surgery, the surgery says they haven't received it. I always have to go back another day. Can this be resolved? Thanks	We contacted the patient and sorted the issues with boots so hopefully there will be no further problems.
From Website – Just wanted to say thanks for a very efficient service with a follow up blood test from the nurse and then feedback from Dr Cook. Easy to book, friendly reception staff and positive service all round.	CD shared this message with all the team.

<p>My initial appointments a couple of months back with a doctor and nurse were also very good. Many Thanks.</p>	
<p>Any chance of using the EMIS website facility to send brief structured and non-urgent internal e-mail messages direct to doctors, who could reply in the same fashion at a time of their choice? This should free up more time for both parties instead of having to attend to calls at a pre- determined times. Useful for the deaf also.</p>	<p>We had an in depth discussion and decided not to use e-mails at this time as there are issues with ensuring all correspondence is actioned. E-mails are not a reliable system in order for patients to contact GP's.</p>
<p>Suggestions Box - Would it be possible to do something about Disabled parking spaces as you really do struggle, especially is there are 2 cars parked. You cannot get up ramp. Thank you.</p>	<p>We had a discussion and PPG requested that CD wrote to the council and asked for more 'Disabled' spaces in the car park.</p> <p>Post meeting note- this has now been actioned (CD)</p>

Topics for Discussion

- **Practice development plans.**
- AC explained that there weren't any major updates to report back regarding practice development. This item was on the agenda because the PPG had wanted to know who would be replacing outgoing practice manager CD. AC said that practices are being encouraged to work together more closely, and a lot of conversations were taking place between practices in Oadby. Because of the uncertainties created by a great number of changes to how GPs work, the practice had decided not to replace CD straightaway, but to consider the options created by having her post vacant, and AC hopes to update the PPG with more specific information by the next meeting. CD also spoke about how replacing doctors that have moved on is taking shape and added that there is progress being made in order to be able to offer more appointments.

Any Other Business

- **DNA's (Did not attend)**

MH asked about whether we do not text appointment reminders. CD explained that we currently don't do this as the system we have is not reliable enough. This is because the system we currently use doesn't distinguish between a face to face appointment and a telephone call, and this can cause issues such as patients coming into the surgery thinking they have a face to face appointment when in fact they have a telephone appointment. CD also added that when the new clinical system is installed we are hopeful that we will be able to start sending text appointment reminders. CD also explained that we have ways of allocating other duties for doctors and nurses to do when a patient does not attend, such as phone calls and repeat prescriptions therefore time is not wasted.

- **Booking Appointments in Advance**

MS asked about how far in advance you can book appointments to see a doctor or nurse, as she believed it was 6 weeks in advance however when she tried to book in advance this was not possible. CD explained that you are able to book 6 weeks in advance as long as the rota is up to date, and that she will speak to the reception team to try and overcome this.

- **Farewell**

PG said Thank you and farewell to CD on behalf of all the PPG and wished her luck on her new career.

Date of next meeting

A date of **Tuesday 9th September at 6:30 pm** for the next meeting was agreed.