

PRESTON GROVE MEDICAL CENTRE

Meeting of the **Patient Group** held on **Monday 4 July 2016** in the **Common Room** at **Preston Grove Medical Centre**.

Present: David March, Patient (Chair)
Philippa Clifford,
Ruth Hann, Patient
Sally Higgins, Office Manager
Sue Jay, Nurse Manager
Malcolm Jefferies, Patient
Karen Lashly, Practice Manager
Christine Lincoln, Patient (Secretary)
Dr Jo Nicholl, GP
Michael Tritton, Patient
Kathy Way, Patient
Mike Way, Patient
Eve Whear, Patient
Dee Williams, Patient

1 Welcome and apologies

- 1.1 David welcomed everyone to the meeting.
- 1.2 Apologies were received from Chrissie Gee, John Hann, Mandy Mason and Peter Spranklen

2 Minutes

- 2.1 The minutes of the meeting held on 4 July 2016 were agreed as an accurate record.
- 2.2 Karen confirmed the tree surgeon has been contacted but it is not the right time of year for trees to be cut back. The drains will be sorted out as well.
- 2.3 The CQC visit will probably take place in August.
- 2.4 David and Peter had proposed to monitor the car park on 5 July, but were unable to attend on that day. They will arrange with Sally to do this in September and will be given the dates in advance. Sally said the car park had been bad the previous week and she had spoken to the headmistress.

ACTION: Sally to let David and Peter have future dates of staff training when they can man the car park

3 Patient Benefit Fund

- 3.1 Sally said the current balance is £130.52; no additional money had been received, apart from a small amount of interest. It was suggested including this on the next agenda to think about some fund raising ideas. Patients need to be reminded that they can leave a legacy to the surgery.

ACTION: Include fund raising ideas on the next agenda

4 Diabetes Health Event

- 4.1 The health coaches are arranging this event, they had come up with a proposed date of 27 July 2016, however it was thought this was too soon. It would be arranged for either late September, early October to give adequate time to plan and share information with other local Practices.

5 Voluntary Drivers/Community Transport

- 5.1 Karen said this was discussed at the away day, as Preston Grove carries out a high volume of home visits. To reduce this a new system is being put in place where GPs will triage these during a half an hour slot mid-morning, they will spend quarter of an hour triaging calls and quarter of an hour discussing these cases with the health coaches.
- 5.2 Reception staff will have a flow diagram showing how to deal with calls requesting home visits – GPs will telephone the patients or alternatively patients can book appointments in advance so they can arrange transport. Only the most appropriate patients will receive home visits the criteria is bed bound. This will be revisited to see how it is working.

6 Patient suggestions/complaints

- 6.1 The national review showed that Preston Grove has received 14 written complaints this year compared with 18-20 the previous year.
- 6.2 A complaint had been received from a patient on the telephone system. When calling the patient was number nine in the queue, but when he/she got to number one was cut off. When the patient called again he/she could not get the appointment they wanted. This is the only complaint since the new telephone system was installed.
- 6.3 One patient booked an appointment with the nurse for a blood test and received a letter. When attending the appointment the nurse did not have the letter so was unable to take the bloods meaning the patient had to make another appointment. The staff had apologised and the patient thanked the practice for their honesty.
- 6.4 There have been occasions when booked appointments are showing ten minutes different to the time on the screen when patients are booking in.
- 6.5 There were some good comments from the Friends and Family tests and Sally shared some of these.
- 6.6 Karen said there had been an incident in the surgery where a patient due to see Dr Edwards complained that he was kept waiting and was not happy with the treatment received (scan), this particular patient was very rude to the reception staff and used bad language. The patient had been seen within four minutes of his allotted time.
- 6.7 There is a panic button in reception that staff can press. The reception staff were upset with this behaviour and the police were informed of the incident. The patient will be removed from the staff list and be placed on the violent patient scheme; this is not an easy procedure and takes 48 hours. He will now be seen at another surgery. The incident was witnessed by two other patients.
- 6.8 If a patient is deemed to be a threat to staff, when they are with the GP two members of staff will stand outside the GP office and be aware if something was happening. All GPs have a panic button their computer screens to alert other staff, it is not obvious and would not alert the patient if it was pressed.

7 Staff suggestions

7.1 There were no staff suggestions.

8 Practice Updates

8.1 Three new reception staff have been recruited.

8.2 There are currently four health coaches in post and this is working well. They have been undertaking a lot of training, which has included a Care Certificate at the Hospital and Best Practice for Clinical Staff, which is an in-depth induction for working in a clinical environment, which lasts for seven days. They have started working with patients and one example is running a weight loss weigh-in on Thursdays, which will assist with goal setting.

8.3 They are also helping sort out social problems for patients, which is assisting the GPs as they do not have the time needed to make phone calls and chase up services. The GPs are starting to see the benefits of health coaches.

8.4 There is still one vacancy and ten applications have been received. Money for health coaches has been reduced as less money has been awarded to the Vanguard Programme.

8.5 The appointment system has been changed and there are now five and ten minute slots available for patients, along with telephone appointments. This is being trialled from 4 July and hopefully this will free up more appointments.

8.6 Preston Grove are working in collaboration with other surgeries on initiatives such as carrying out an audit of paperwork received from the hospital, flu jabs, changing dressings and looking at medication in nursing homes. This means that each Practice will be dealing with 6 or 7 nursing homes each in Yeovil instead of all 17.

8.7 Across South Somerset referrals to hospital are being looked at and the number from Preston Grove is quite high. There are some conditions such as dermatology and Neurology where face to face appointments are not needed; this could be done by letter instead. This may work for some patients.

8.8 Karen said there have been a number of patient no shows for chronic disease appointments, which are 20 minute appointments. The Practice have tried contacting patients in advance and would like to start using text reminders, she asked whether this would be supported. The Patient Group said they supported this.

8.9 A new Doctor will be joining in September, who will be working four sessions a week; the Practice will retain the two locums.

9 Any other business

9.1 Dee asked about booking on-line appointments as there were none available when she tried to book. Karen said we have lost some due to the new appointments system but do have some in the system still.

10 Date of next meeting

10.1 David said the next meeting will be held on 5 September 2016.