

THE JUNCTION SURGERY PATIENT REFERENCE GROUP
MEETING

DATE: 19th September 2016

TIME: 7.00PM – 8.00PM

ATTENDEES:

Dr R Ali
Julie Sunderland (Practice manager)
Jan Strodder (Nurse)
Nancy Gibson (Receptionist)
Wendy Walker (Patient)
Margaret Wadsworth (Patient)
Tom Marsden (Patient)
Eleanor Ritchie (Patient)
Philip Carr (Patient)

Also attended:

Mr Philip Hall (Patient)

Apologies:

Sarah Briggs (Patient)
Mark Lancaster (Patient)
David Born (Patient)
Denise Sutcliffe (Patient)

Tabled:

Agenda, GP Patient Survey Results, Patient reference Group Minutes, Practice newsletter, Telephone statistics (1.6.16-31.8.16), Flu dates, G P Forward Practice View

1. Apologies and Introductions

Julie gave apologies from Sarah Briggs, Mark Lancaster and advised that Mr David Born had decided to step down from the group due to hearing difficulties.

2. Matters arising from the last meeting

Julie advised the attendees that a meeting had been held on 15th March 2016 and that the following actions were agreed:

- a. **Large print leaflets:** Julie advised these had now been produced and were available. COMPLETED
- b. **Opening times poster:** Mrs Wadsworth advised she had received the poster for the community centre and this was displayed there.-COMPLETED
- c. **Removal of posters in reception area:** The group acknowledged the posters had been removed and commented that the waiting room was so much airier and lighter. Mr Carr agreed it was much easier for visibly impaired patients to view the information in the folder provided. COMPLETED

3. Care Quality Commission visit – 12th July 2016

Julie advised that the CQC had visited the practice on 12th July 2016 and was very pleased with the way the visit had gone. The inspectors had collated feedback from patients in the form of 'comment cards' 27 in all and all of which were very complimentary of the practice. They had also spoken with both Mark Lancaster and Wendy Walker who advised on their experience of the practice. Julie read out the comments left by the inspectors on the day and confirmed she was still awaiting the final report but did not expect any surprises. Julie Thanked both Wendy and Mark (in his absence) for taking the time to speak to the inspectors.

4. Patient survey results

Members of the group were asked to consider the results of the anonymised survey undertaken in January 2016. She advised she was disappointed with the results for patients overall experience and ability to get through on the telephone but accepted the new measures put into place to improve the telephone access may not yet have impacted on these results as they were relatively new. Members were asked for any ideas to help improve matters. Mr Carr advised that he did on occasion get frustrated with 'new staff members' who were unaware of his history / difficulties. A discussion with the members resulted in Julie advising that they had in fact highlighted the problems of putting new staff on the front desk and that going forward any new staff would undertake at least 4 weeks training on the administration side before being asked to go onto the reception desk.

5. Flu clinics

The flu clinic dates were advised and Julie confirmed that a member of 'Carer's Count' would be in attendance to give advice on both the 28th Sept and 5th October.

6. Removal of 0844 No.

Julie gave an update on the removal of the 0844 number and advised that as soon as the telephone number was available it would be advertised in all the relevant places.

7. Accessible Information Standards

A new Act that came into force on 31st July which sets out the practice's obligations to ensure that any patient with a visual or hearing impairment or learning disability has access to information about the surgery in a variety of formats such as easy read, large print and audio. The CCG is looking into

assisting practices in their obligations such as identifying Braille etc. If a request is made for any of the said formats the practice will endeavour to provide this ASAP. Mr Carr advised that the library did have a facility to provide translated information.

8. DNA

Julie advised that the DNA rate (did not attend) had in fact now settled and following an audit it had been established that in fact only 2 pre-bookable appointments had been missed which was encouraging. The members agreed to leave the number of pre-bookable's (50%) and continue to monitor over the winter period.

9. Telephone statistics

Julie advised she was pleased they had reached their target of 90% of telephone calls being answered over the period of 1st June to 31st August 2016. She advised the extra capacity created by the admin assistants answering their phones had been a success and would continue.

10. Forward Practice View

Julie advised she had tabled a summary of what the government was intending to do in terms of funding general practice in the next five years.

11. Engagement topics

Julie asked the members if there was anything that they would like the practice to consider in terms of service or changes to existing processes etc.?

Mr Marsden asked about a phlebotomy service from the practice. Dr Ali advised that due to the current local structure and funding the practice was unable to provide a phlebotomy service but this may change in the future.

Mrs Wadsworth asked if a recall process could be put in to place to remind patients about their Blood pressure monitoring. Julie advised there was currently recall procedures in place and that not everyone needed a 6 monthly BP. She agreed to check this recall schedule was being run properly.

Reminder service – Mrs Walker asked if there was a facility to ring patients to remind them about their appointments. Julie explained the practice did not have the resources to ring every patient to remind them about their appointment and at present the system could only initially confirm the appointment by text message and did not send further reminders, however, she had been in discussions with Dr Ali about purchasing a different system which would allow reminder messages and bulk information messages to be sent to patients. No decision had been made on this yet but it was still being considered. Julie would try and provide an update at the next meeting.

12. Action plan

- a.** Julie referred back to the last action plan which had two actions on it. Firstly, to maintain the levels of access to the practice when purchasing a new telephone system on removal of the 0844 number. This action was deemed **closed** as the new system had been purchased and the facilities had remained.
- b.** Secondly, the plan was to improve the NHS Choices star-rating. This had already begun to improve and had risen to 3 stars, however the target was to reach 5 stars so it was left as an ongoing action for now.

The meeting was drawn to a close at 8.00pm. members were thanked for their contribution and were advised the minutes would be sent in due course.