

THE GLENFIELD SURGERY PATIENT PARTICIPATION GROUP

Minutes of meeting held 25th February 2020 at the Surgery 1:00pm

Present:

PPG: Dave Zanker (DZ) (Chair) Donna Edwards (DE) Mick Reeves (MRe)

Practice: Diane Alonzo (DA) Debbie Bradley (DB) Riz Ismael (RI)

Apologies for Absence: Mandy Coley Jackie Spencer

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| 1 | <p>Minutes of the last meeting</p> <p>The minutes of the meeting held 30th January 2020 were signed as a true record.</p> | |
| 2 | <p>Matters arising</p> <p>Matters arising from the previous minutes are covered elsewhere on the agenda.</p> | |
| 3 | <p>PPG Survey</p> <p>The survey covering, in the main, the telephone system, was held from 13th January until 31st January.</p> <p>From the survey the PPG asked for responses to 5 questions.</p> <p>Q1. There is a strong feeling that the automated message could be shortened and that the reference to repeat prescriptions could be removed. Patients want to speak to someone as quickly as possible. What can you do to make this happen?</p> <p>A1. The reference to repeat prescriptions will be removed.</p> <p>Q2. Can you consider introducing an 'option menu' so that patients can get through to someone who deals specifically with their query? If so what option menu would you suggest?</p> <p>A2. The Practice has asked the telephone system supplier to see if an option can be provided so that the patient does not have to listen to the recorded message, but instead goes straight into the queue to be dealt with. The Practice will also consider whether other options can be introduced to enable the patient to get the information they require more quickly, e.g. test results.</p> <p>Q3. How many staff do you have 'manning the phones' at the busy period before 10am to reduce the 'Not very easy' figures. Can you increase the number of staff answering calls before 10am?</p> <p>A3. In the busy period before 10am, the maximum number of staff is being used to answer calls.</p> <p>Q4. Extend online bookings to include clinicians other than doctors.</p> <p>A4. Some extension to clinicians other than doctors has been made and appointments can now be made for Blood tests and the Smear Clinic. The Practice will consider if appointments with other clinicians can be made available online.</p> | <p style="text-align: center;">DA</p> <p style="text-align: center;">DA</p> <p style="text-align: center;">DA</p> |

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| | <p>Q5. Establish a protocol with doctors (don't all have to be the same) to guide patients on approximate time for telephone consultations.</p> <p>A5. After some considerable discussion with the PPG, the practice is unable to offer any more specific times for telephone appointments than they currently do.</p> <p>Additionally, the practice has made 'you are at position x in the queue' available.</p> <p>The draft report sent to the Practice listed all the comments made by the patients. The Practice expressed concern that so many of the comments were negative and when they had been presented internally to the staff had left a number of them feeling demoralised. Many of the comments made were duplicated, such as 'the recorded telephone message is too long' and it was agreed to remove the duplicates but to ensure that the messages left gave a true reflection of the comments made. Also, a few complaints had been made about specific staff members by name and it was agreed to remove the staff member's name as they had been made anonymously. If a patient wishes to make a complaint then they should speak to reception who will advise them of the complaints process.</p> <p>We still need to decide how many surveys to hold each year. Diane made available two other NHS surveys so that the PPG could see what these covered.</p> <p>4 Practice staff changes</p> <p>A receptionist left the Practice in February. A decision on a replacement has not yet been made.</p> <p>Dr A Jaidka, an ST3 registrar, will return to the surgery on 23rd March for 4 months to complete her training.</p> <p>2 Physician Associates join on 9th March for 6 weeks.</p> <p>An advertisement has been placed for a cleaner.</p> <p>5 PPG Recruitment/Awareness</p> <p>Sylvia Beck has resigned from the PPG.</p> <p>The PPG is trying to raise its awareness amongst the patients. A leaflet is available on the reception desk to inform patients that we need more members in the Group but it is felt that a more face to face approach is required. Dave, Jackie and Mick to come up with a plan for PPG representatives to attend the surgery to speak to patients and how best to use the contact lists that Jackie has produced.</p> <p>6 Matters arising from Practice weekly meetings</p> <p>None.</p> <p>7 Engage Consult</p> <p>The Engage Consult system is now live for Admin type queries. Access to the system can be gained through the Practice website www.theglenfieldsurgery.co.uk at the bottom of the Homepage. Details will be displayed on the TV monitors in the waiting rooms and in the next newsletter.</p> <p>8 Primary Care Network</p> <p>Mick asked if the summaries from the January and February meetings were available. Diane</p> | <p>MRe</p> <p>MRe</p> <p>DB</p> <p>JS/DZ MRe</p> <p>DB/ MRe</p> |
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| | <p>explained that the person who provides the summaries has been on annual leave. Diane will chase up to see if they are ready to be sent out.</p> <p>Diane was also asked if a list of attendees at the PCN meeting could be provided. She thought that due to Data Production law that this might not be possible. Mick doubted this. Diane to investigate further, it may be possible to provide a list of the job roles of the attendees.</p> <p>9 Any other Business</p> <p>Diane informed the meeting that effective from 18th March 2020, the surgery would no longer provide paper prescriptions. The NHS is implementing Phase 4 of the Electronic Prescription Service. Currently the EPS is used by patients who have nominated a specific pharmacy to collect their prescriptions from. From 18th March 2020 all prescriptions will be sent electronically. Patients who normally collect their prescriptions from the surgery will still go there and will be given a prescription token. This token will look like a prescription but it will be predominately white and not green, will not be signed but have the words 'PRESCRIPTION TOKEN' printed in the signature box and have a barcode printed down the right hand side of the token. The patient can take this token to a pharmacy of their choice to have their medication dispensed. At the pharmacy they will hand their token in, the Pharmacist will scan the barcode, dispense the medication and give it to the patient together with their repeat prescription.</p> <p>10 Date of next meeting</p> <p>Next meeting will be held on Thursday 23th April 2020 at 1pm. The meeting closed at 2:35pm.</p> <p>Minutes approved:</p> | <p>DA</p> <p>DA</p> |
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