

DAYBROOK MEDICAL PRACTICE

MINUTES OF PATIENT GROUP MEETING HELD TUES 30 JULY 2013

Present: H Sinclair, D Ward, S Lane, L Peck, P Roberts, C Edwards, T Ellwell, D Hatton, M Hatton, G Millar, D Baggaley and N Ruparelia

Apologies: P Whitehead, P Nixon, J Wood, R McNeil & S Walton

1. Minutes of last meeting – read through

2. Matters arising:

End Loneliness Campaign – some concerns raised over the possibility of unwanted callers, safeguarding issues. Important for neighbours to be aware of people on their own and check on them occasionally.

Newsletter – all 50 copies have gone, thanks to DW for printing them.

3. Telephone Consultations- Dr Gallagher, H Sinclair, S Parkes, C Edwards and S Lane held a meeting a few weeks ago to discuss the possible implementation of telephone appointments. This has now moved on and further discussion has suggested these appointments can be used for test results and medication reviews (where appropriate) in the first instance. When letters are sent to patient asking them to make an appointment it will be at the doctors' discretion whether a telephone appointment will be offered but the patient will be offered a choice of face to face or telephone. The PG felt that the patient should be given a set time within the doctors' clinic but told they would be rung with a certain time frame, checking the patient will of course be available. This will give the doctor some flexibility within the clinic in case of delays etc. Once this system has been discussed and agreed with the doctors a further meeting will be held with the sub group to see if this can be extended further and/or changed if needed.

4. Patient Survey – the next survey needs to be in place by October/November. HS asked the PG for ideas on questions to be included. The following were discussed and a draft survey will be drawn up and brought to the next meeting for finalising:
 - a) Are you aware appointments are available for prebooking with the doctor and the nurse from 7.30 mon-fri and 1 late night? It was felt depending on the results this could be more widely advertised. Suggestions included on the TV, newsletters, website and a notice in the waiting room.
 - b) Out of hours ask patients who they would contact if they needed medical advice outside of normal surgery hours, these could include 111, walk in centres, A&E. Again depending on the answers the PG could look at ways in which the practice could educate patients on the most appropriate use of out of hour's medical services.
 - c) What method would you prefer to book your appoints? On-line, phone, in person. The PG could then look at the number of appointments available for pre booking and whether this needs to be looked at/changed.

Other questions could include how the patient felt about the patient experience when seeing the doctor/nurse. DW asked for volunteers to help distribute/fill in the surveys in the waiting room. DH, MH, CE, TE, PR and LP volunteered and A & K Marshall were volunteered! HS asked if those who volunteer could spread themselves out over 2-3 weeks and they would only be needed for a short time.

5. Newsletter – the next one will be issued in October. NR has already submitted a recipe to DW. Ideas for this will be discussed at the next meeting. Details of monies raised from the coffee morning and confirmation of hydraulic bed could be included.
6. Coffee Morning – this takes place on Wednesday 11 September. After discussion it was agreed this would be a fund raising event in aid of Macmillan. MH suggested, and it was agreed, that a book stall could be included to help raise money. MH asked if anyone has books could they bring them to the surgery and she would happily store them until the day. MH also to arrange for Macmillan pack to be delivered and DH will do poster to advertise the event. MH asked those who are intending to bake cakes to let her know what they will be bringing. HS will ask members of the practice for cake donations as well. M Barton to be asked if she would help out on the morning.

7. Hydraulic bed. Funds are now in place to purchase a new bed. HS will meet with nurses to discuss which one suits the practice best and go ahead and order it. The starting up of a Patient Group Fund managed by the PG will be discussed more fully at the next meeting.

8. Any other business :

HS – the TV currently in the waiting room may be removed shortly as was on contract. There has been some discussion as to whether Life Channel will be looking at having their own TV/adverts installed. The PG strongly felt they would like to keep the TV and use it as it is now. Many patients have commented on the usefulness of the information displayed. HS will discuss this at a practice meeting and see what options are available.

SL – the local food bank are running low on donations and asked if a box could be located within the surgery for anyone wishing to donate. HS will look into whether this is possible.

HS – agenda needed for next meeting. Now that the group have a new chairperson HS felt it was more important for the group to decide what they would like to discuss at the next meeting at the end of each meeting. The group agreed and the following items were agreed: Prescriptions (reviews, ordering etc), Survey – finalise questions. Newsletter, Coffee Morning, Update on Telephone Consultations, TV. HS happy to continue distributing agenda a week prior to the meeting.

Appointments – discussion was held on waiting times to see doctor. Could the jayex board show when/how long a doctor is running late? HS said as it would mean the receptionist constantly watching who was running late/on time changing the message, and as there are often 7 clinics running, that this would not be possible. LP asked if when booking in could the receptionists let the patient know if the GP they were seeing was running late, or how many patients were in front of them. Reception is always busy and it is not always possible to be accurate in how long the doctor will be. DW felt the responsibility should be with the patient to ask. Some doctors regularly run late and those patients booked with said doctors are usually aware of this fact when they book the appointment.

Date of next meeting – Tuesday 17 September @ 5.30pm