

Minutes of the Patient Participation Group Friday 12th December 2014

Welcome

Everyone was welcomed to the meeting and there was a brief presentation on the purpose of the group and the rules of engagement.

Website

The new version of the website was viewed and it was suggested that there should be something on the front page which warns patients that they need to bring photo ID to register for online services. This was also brought up in the survey of why people did not cancel but just failed to attend.

Friends and Family Test

The group looked at some of the early responses to the friends and family test. The cards are available in reception and periodically the staff go round to encourage patients to complete them. The box is prominently displayed in waiting room. Patients also have the opportunity to respond using the Friends and family test on line at the FMC website. There was some concern expressed about the potential response rate and given the practice demographic how many responses it would be reasonable to expect in a month. Some of the group volunteered to come in and hand out response cards to people and sit and talk to them.

Patient Feedback

Patient's feedback from other places. The group looked at email feedback from the website and NHS choices, responses in the suggestions box and Liz reported on oral feedback which had been given to the practice. To date there was little feedback from the Friends and Family Test and the practice was planning a campaign to increase response rates.

Progress in the priority areas.

- a) Telephone system – still some problems with the gateway and patient partner although the statistics supplied by the providers of the system show an improvement in time saved by the system. The doctors have noted that a higher number of DNAs seem to be from patients who are booked their appointments by phone. The practice to try and contact some of these people and ring them and ask about their experience of using patient partner to make or cancel an appointment.
- b) Appointments DNA rates have reduced since online and telephone based appointment booking and cancelling was introduced and the problems with these ironed out following feedback from patients

- c) patient education – discussion about the current flu, pneumonia and shingles campaigns. The group looked at the Dementia display and made some suggestions
- d) Patient engagement - the group was pleased that 2 new patients were attending and Karen showed a particular interest in helping to encourage young people to engage, - to be discussed in more detail at the next meeting.

Feedback from attendees

Nadim asked for feedback on his device to make it easier to get tablets out of blister packs without them all going on the floor. The idea to be discussed with the medicines management team.

Discussion about telephone triage at times when demand is very high. Feedback was missed some liked the GP to ring back and felt that it was a better use of time if they felt it was something which could be sorted on the telephone others only wanted a face to face with a GP. The underlying principle of Doctor first which the practice has been considering is telephone triage .

The group wanted to know why shingles vaccinations were only available to certain ages and why just those over 70. Copies of the leaflet about the vaccine were circulated which outlines the reasons

AOB

The Practice Manager told the group about forthcoming changes to the Area team and the role of the CCG if the area goes for fully delegated responsibility.

The next meeting will be on Wednesday 18th February 2015 3:30-5:00PM

