

Minutes of the Patient Participation Group 24th September 2014

Minutes of the last meeting

The minutes were accepted

Matters arising

The review of patient DNAs raised a number of issues

16% forgot to cancel, 5% were in hospital 8% away, 13% apologised but did not give a reason. 13% were not contactable and 3% did not have a telephone number listed.

A number said that they had tried but 16% said they had trouble getting through first thing, 10% had trouble using wither the automated system or on line methods do to password/ identification issues 5% said they had asked a relative or friend to do it.

Progress on priority area

- a) Telephone system – the feedback from the DNA survey - discussions have taken place with the technical people regarding problems with accepting calls or them getting stuck in the system due to interface problems which have been resolved. It was agreed that high volumes meant that waiting times for a response were too long and lunchtime was highlighted as a hot spot. practice is looking at increasing the number of outgoing lines as this is the time when most clinicians do their tasks and ring patients.(should be in place within a month)
- b) Appointments DNA it was suggested that a positive poster should be put up as people as those who do not attend do not see the posters.
- c) Patient education –A variety of leaflets posters and display materials were looked at and agreed. There was a long discussion about the best ways to contact patients and encourage them to attend for vaccination. Text, phone, letter, messages on scripts, website etc.
- d) Patient engagement - It was agreed that everyone would try and think of some new ideas for the next meeting. Twitter and Facebook were discussed and issues of security were raised and who would manage them.

Patient Feedback

The group looked at recent feedback from patients and noted that there were a number of very positive comments about the service and staff. Issues to work on

included prescriptions problems with electronic scripts and patient confusion over where to go to collect their script when signed up to the service. The practice directs patients to the pharmacy of their choice and suggests that they discuss electronic prescribing and the process at the pharmacy end with them and then the pharmacy signs them up to the service.

News and Updates

The group were shown information on the friends and Family test, the box, forms for patient completion etc. The practice also plans to put an electronic option on the website for completing the feedback.

AOB

Syed asked about leaflets for patients about their condition. There are patient information leaflets (PILS) within the clinical system which can be printed off and given to patients. It was also suggested that NHS choices has lots of information as does patient .co.uk. He also told the group about a device he had made to pop pills out of blister packs so that they do not go all over the floor ha has previously shown it to the Mental Health Services for Older people. It was agreed that the practice would contact the medicines management team at the CCG about his idea.

It was agreed that the next meeting would be on December 12th at 3.30 pma Friday (change of usual day to see if it made any difference to attendance rates and would include mince pies etc.