

Minutes of Meeting

Thursday 9th October 2014, 6.00 pm

Patient Participation Group at Cestria Health Centre

In Attendance: Dr. McMichael, Denise Hunter (Practice Manager), SW, RN, NN, TD, AD, AH, JR, JL, RP

Apologies: ID, HD, NC, SB, CB

1. Welcome and Introductions

Dr. McMichael welcomed everyone to the meeting and thanked them for their attendance. Everyone in attendance introduced themselves to the group.

2. Minutes of previous meeting

Agreement this was a true record of last meeting.

3. Look at Action Plan from 2014/15 – reporting back

Progress against the action plan agreed in February 2014 was discussed which includes:-

- **Care.data.** More information for patients regarding care.data. *“Pathfinder” practices will test different methods of informing patients about the care.data scheme and how they can opt out of it, under pilots announced by NHS England (7.10.14).* Practice to publish information for patients. **DH to action.**
- **Access** – improve access at evenings and weekends - complete
- **Confidentiality** (privacy at the reception desk) – it was agreed to look at measures that could be taken to make patient conversations more private. The receptionists are trained to avoid asking questions and using language that will compromise personal details as much as possible but it was felt that further improvements are required.
- **Car Park.** The congestion with the car park appears to have improved due to the longer opening hours of the surgery (now open 8 am – 8 pm Monday to Friday).
- Advertise services more widely – complete

4. Review Patient Feedback

Patient feedback from the NHS Choices Website was discussed and the star rating. Information was circulated regarding results of the GP Patient Survey which is an independent survey run by Ipsos MORI on behalf of NHS England. The survey is sent out to over a million people across the UK. The results show how people feel about their GP practice. Cestria`s results were 93% of respondents find it easy to get through on the phone and 91% of respondents describe their experience of making an appointment as good.

To access the full GP Patient Survey the website address is www.gp-patient.co.uk/results/

5. Agree the frequency of reviews of patient feedback

It was agreed that the group would meet formally twice a year but would also communicate virtually as and when there were additional issues to discuss or an extraordinary meeting could be called if required.

6. Develop and agree an action plan for 2014/15 which includes 3 key priority areas

An action plan to take forward into 2014/15 was agreed which includes:-

1. Alleviate congestion at the front reception desk by utilising one of the hatches for prescription collection/queries – **DH to action.**
2. Address confidentiality issues in the main waiting room and at the reception desk. A suggestion was to look at acoustic ceiling tiles – **DH to action.**
3. Improve the internal directional signs taking into account the colour, size, height and whether they should be attached to the ceiling or to the wall. AH to source some professional information and advice – **DH to action.**

7. Information Signs

Please see no. 3 on the action plan above.

8. Discuss commissioning concerns

An opportunity was given to discuss any commission concerns. Discussion also took place regarding the SIRMS system (Safeguard Incident and Risk Management System). It was agreed by the group that SIRMS should be more widely advertised to the patients. **DH to action.**

9. Electronic Prescribing Service (EPS)

Information regarding the go live date for EPS which is 3rd December 2014. This means that patients who collect repeat prescriptions from their GP will not have to visit the GP practice to pick up the paper prescription, instead it will be sent electronically to the pharmacy of choice. More information to come nearer the go live date.

10. Any other business

Posters

It was agreed that the posters in the waiting areas required attention. The posters need to be current and appropriate. **DH to action.**

Elephant Kiosk

Information regarding the collection of Friends and Family Test data via a patient experience kiosk (Elephant Kiosk) which provides an opportunity for people who use the practice to give anonymous feedback. The standard wording is “How likely are you to recommend your GP Practice to friends and family if they need similar care or treatment” – “Extremely likely, likely, neither likely nor unlikely, unlikely, extremely unlikely, or don’t know”. Practices must publish their own results locally.

Telephone System

Information regarding the installation of our new telephone which has increased the number of incoming and outgoing lines and also offers patients position in queue messaging to improve the service.

Date of next meeting to be decided – 6 months