**PRG Meeting Notes**

**Tuesday 8th December 2015**

Present

Sonia Poulson Chair

Paul Stephens Patient Representative

Janice Wilson Counsellor

Mick Lomax Public Health Nurse

Rianne Norton Public Health Administrator/Complaints Officer

Apologies

Angela Marwood

Kate Lamb

Colin Cooper

Larraine Cooper

Gail Alexander

Sabrina Alexander

**Minutes**

The minutes from the previous meeting in November were reviewed and agreed. There was a post-meeting note informing the group that the coffee morning held at The Grange raised a total of £134.65 for McMillan Cancer Support

**Comments and Compliments**

All of comments and compliments discussed were from October 2015, and had also previously been discussed at one of the Line Manager’s Meetings. Sonia read through the patient comments and then fed back to the group what had been discussed at the Line Manager’s Meeting.

The first comment was about appointments at Hemsworth always running late. It goes on to say that doctors should “prioritise their time efficiently” which would in turn they state lead to “less patient and staff harassment and happier patients”. Sonia fed back that this is about patient perception, perhaps without a clear understanding of the work that GP’s do in addition to their patient consultations, e.g. home visits, emergencies and paperwork. Reception Team Leader was going to speak to reception staff to remind them that they need to inform patients if clinics are running more than 20 minutes behind, and the Nursing Manager will also remind the Health Care Support Workers to update the whiteboard for consultant clinics, especially when they are running behind.

A member of the group further commented that GP’s can’t have a fixed time for seeing patients as each patient is different and it will depend on their problem.

The second comment was from a patient who stated that they came for a prescription and waited an hour. At the Line Manager’s Meeting it was stated that without further information it was difficult to take this comment any further. We do not know if the patient was waiting for a routine or emergency prescription, and these are two very different scenarios for a one-hour turnaround.

The third comment is about elderly people not being able to walk to the surgery and not having internet access. They say that the local chemist is not reliable at ordering and delivery so they are asking why the surgery has stopped the telephone re-ordering of scripts. The discussion was that we will never be able to keep everyone happy. Part of the comment was that the patient’s chemist was unreliable and we have no control over this.

A member of the PRG group commented that he had recently changed chemists and he now picks up his prescriptions from Tesco. He said that his previous chemist was losing his prescription and this was then being blamed on the reception staff at Hemsworth even though the patient states that he knows it was not their fault.

Sonia stated that it was a patient’s individual choice as to which chemist they use, and that if a patient is not happy then they should consider changing to a different pharmacy.

The forth comment was about the “terrible parking” at Hemsworth. They also went on to say that information given to patients from a test was “non-existent” and that more patients would appreciate being told. They also commented that waiting was “not too bad” and that they were acceptable conditions given the number of patients at the surgery.

We are aware of the parking situation at Hemsworth, and the frustration it causes for our patients. With regards to test results, it would be incredibly time-consuming to tell each and every patient the result of every test. The priority is to tell patient if and when something is wrong. The last two parts of this comment were slightly more positive.

Sonia informed the group that they were trying to promote to patients that “no news is good news” with regards to test results and that we can’t inform every patient about every test result. Sonia also said that we are fully aware that there sometimes are problems parking at Hemsworth.

A member of the group commented that nothing can be done with regards to the parking. He stated that he went to Greenview Surgery recently and also struggled to find a car parking space as the spaces were all taken up by parents dropping off their children at the local school. He said that there was a local Police Community Support Officer (PCSO) in the car park to move on people who were not visiting the surgery.

Sonia commented that the same thing happens at Kinsley surgery – parents will park their cars in the surgery car park while taking their children to school.

A member of the group commented that clamping signs would not stop people doing this either. He states that people also park at The Grange and walk across the road to the dentist. They will come in to the surgery to pick up a car parking permit, but reception staff are too busy to look at everyone who is collecting a permit and to make sure that they have an appointment at the surgery.

It was also mentioned that a positive comment had been received via the NHS Choices Website and Rianne will be adding a comment to say thank-you. Rianne confirmed at the meeting that she has responded to the comment received via the NHS Choices Website.

**Practice Update**

**New Telephone System**

Sonia read through the update on the new telephone system from the November minutes. She explained that the practice had been looking at a new telephone system for some time now, and we are hoping that the new system will run a lot better than the current one which is quite old and out-dated now. All of the background work will be done this week, including putting new phones on desks. We also need to make sure that the phones are all programmed with the correct options for patients. We are hoping to have the system up and running before Christmas, and settling in with it come the New Year.

A member of the group asked if this new system will tell him how many patients are in front of him in the telephone queue.

Sonia said that she didn’t know yet but that they will listen to feedback from patients.

Sonia informed the group that the new system is all internet-based so we can just log into the system to make changes. With the old system however, if we wanted to change anything then we would have to contact an engineer to come out to the surgery as it would need to be done manually.

A member of the group asked if all calls would now be recorded on the new system. Sonia confirmed that yes they would, as it would help manage the surgery’s zero-tolerance policy. She explained that as the moment, when we need to send out a zero-tolerance letter to a patient, we will write down in the letter what was said, whereas now we will actually be able to play the recording to the patient.

**Post-meeting note – unfortunately the installation of the new system has now been postponed until the New Year as BT have not completed the order as requested by Premier. With the Christmas break and the reassigning of engineers Premier have now given us a go-ahead date of 26th January 2016.**

**Staffing**

Sonia informed the group that a new Nurse Practitioner will start with the practice in January, and she is now working her notice with her current employer. She will be working four days a week and will work alongside Isobel and Richard.

**AOB**

**DNA’S**

Mick informed the group that the DNA rate for the practice for September 2015 to November 2015 was between 6.1% and 6.4%. Mick said that he did not know if there was a national average DNA rate.

Mick further stated that the surgery offered over 9000 appointments per month.

**Action Point**

**Mick to find out of there is a national DNA rate for GP appointments.**

Sonia stated that patients could either telephone or text the surgery to cancel an appointment. A question was asked if there were certain patients who continued to DNA appointments. Sonia said that if patients do continue to DNA appointments then they will be sent a letter from the surgery informing them that if they continue to DNA appointments then they may be removed from the practice.

A member of the group stated that he knew of a patient who had attended at the surgery for an appointment and registered on-screen, and then received a phone call telling him that he had DNA’d the appointment. Sonia said that the DNA mark would be removed from the patient’s record in this case.

KidzAware

Mick updated the group on the KidzAware charity which supports adults and children with hidden disabilities and the information event that they held recently at Hemsworth Library. Mick said that there had been a good turnout to the event, and Gillian Archibold, the charity’s founder, had contacted him to say that she was now supporting some of the patients that she had met at the event, and she is also interested in running another event in the New Year.

Dementia Drop-in events

The most recent event was held on 7th December which covered the legal aspects of caring for a relative with dementia, and Mick reported that there was a good turn-out. The next information event is planned for Monday 4th January.

A member of the group commented that he had seen the information about this event in the local paper.

Mick also commented that Bridie (Manager at Hemsworth Library) also uses Twitter to advertise the events being run at the library.

Dementia Walk-through

This took place earlier this year and we are now looking at implementing some of the changes which were identified in the report from the Alzheimer’s Society. We have an action plan in place. We will start by looking at changing the toilet seats to a contrasting colour to the toilet itself, along with changing the ‘toilet’ signs so that they have a picture of a toilet on them. We have applied for funding and are still waiting to hear if we have been successful. This is currently a work in progress. Mick also informed the group that the practice is a member of the Wakefield Dementia Action Alliance.

**Next Meeting - Tuesday 12th January 2016**