

Field House Medical Group

Notes of the Patient Group Meeting held on Thursday 11th September 2014 Present

Mrs J Robson, Mr J Terry, Mrs C Coley, Mr B Coley, Mrs M Stephenson, Mr J Barker, Mrs M Barker, John Noton, Mrs L Davidson

Apologies Mr G Smith

Agenda items

Matters Arising –
Health Lives, Health Futures
Friends & Family Test, Future Feedback/Surveys
Same Day Appointments
Building Update
Bus Service
AOB

Matters Arising

Ophthalmology – John reported that the CCG were in discussions with Northern Lincolnshire & Goole Hospitals over the current long waits, this was confirmed regarding short notice cancellations and re-arrangements. Mrs Coley had nothing but praise following an acute problem she had recently

Access to Records – Progress being made, the practice want to make sure that our processes are in place to prevent any problems particularly with significant results

Practice NHS Funding – negotiations are just beginning at this stage we do not know what the impact will be but once we know we would encourage members to be involved.

Health Lives, Health Futures

John updated that the consultation is around centralisation of the acute stroke service, ENT, due to the requirements of minimum number of cases to keep skills up to date and the skill set of staff to be available longer hours. Transport is an issue that keeps being raised as a concern. The website for further information is...

<http://www.healthyliveshealthyfutures.nhs.uk/>

Friends & Family Test/Feedback

John explained the initiative that is driven nationally to roll out the friends and family test, a draft has been developed on Survey Monkey but it is felt that the test does not provide useful feedback apart from the comments box. A discussion was had about whether there is anything else we can add to the survey that may be useful.

We discussed telephone waiting times that appeared to have deteriorated. John says he will discuss with the reception team leader, we have a new receptionist starting next week and an apprentice due to start, John will look at what can be done with the resources available. *Post meeting note* there was a technical problem with the

telephone queuing system where people kept going around in a loop that was identified on Friday 12th September that has now been resolved, whether this had any impact on waiting times we will investigate further.

On The Day Appointments

Dr Hopper had reported that patients are making on the day appointments which did not need an appointment and whether they had any suggestions to prevent this. A discussion was had about how this could be done. Mrs Coley provided copy posters used by another practice about suitable appointments with nurses and it was agreed John will discuss with the nurses and produce A3 posters to try and educate patients as well as some screen messages, as to what is suitable for the GPs and what does not need an appointment. Mr Terry reported a wait of one week for an appointment, John explained due to leave and the problems finding locums and their lack of continuity there had been an increase in waiting times. John is confident that this will reduce once all staff have returned and that triage will allocate anything urgent to on the day appointments

Building Update

Parking is recognised as an issue particularly at peak times, discussions are on-going with the landlord about options for change.

Bus Route

Awaiting an update from Stagecoach, building of new houses has stopped for the present time. This is to recommence in January. We discussed the access problems particularly around the junction with Yarborough road and the school traffic. There may need to be double yellow lines down one side of the road that will have to be enforced.

AOB

Health Pod – Some staff do not know how it works, John to do an update for the staff.

Provisional Date of Next Meeting

Provisionally 4th December 2014 6.30pm