

Field House Medical Group

Notes of the Patient Group Meeting held on Thursday 11th May 2017 Present

Mrs C Coley & Mr B Coley, Mrs Mason, Mrs Axelson, Mrs Thomas,
Mrs Dickerson, John Noton.

Apologies

Mrs Davidson, Mrs Robson

Agenda items

Matters Arising – recruitment update, , Information Displays

Constitution

Suggestions from Suggestion Box

Annual Report

Extended Hours

Telephone Lines

AOB – PPG Groups Meeting,

Matters Arising

Recruitment Update -. John explained still trying to recruit had met a GP from Scotland moving into the area but they decided to move further south into Lincolnshire. An offer of a job has been made to Dr Macrorie the current GP registrar. Also the practice are involved in an international; recruitment initiative which is awaiting agreement on funding. Also we have recently recruited an enhanced care Paramedic Vicki who will be undertaking triage, minor ailments/injuries clinics and home visits for acute problems. We are also working closely with Dr Raghwani and Greenlands surgery who is supporting extra appointments.

Information and Communications –

John asked about the new leaflet holders, we had been promoting breast cancer awareness due to the three year breast screening round being done in May 2017. There had been a recent patient comment there were too many leaflets? We discussed and the leaflets are being taken so this may be of use to some people. Mrs Dickerson suggested we review the TV screen messages as some seasonal ones may be out of date

Constitution

This was discussed and it was agreed that John would contact the National Association of Patient Participation (NAPP) to see if they have a

specimen constitution that can be used to aid discussions at a future meeting

Suggestions from Suggestion Box

There had been two suggestions, the first one had been to make the complaints procedure easier to access. John has updated the website and asked members to review to check whether it is easy to understand

The second suggestion had been about ensuring that people using the toilets should use a paper towel to open the door handle to reduce the risk of catching infection and a bin to deposit the waste. After discussion it was felt this was individual choice there is already a bin near the water cooler but individuals can touch handles, chairs handrails, there is hand gel available to use but this was not enforceable

Annual Report

John talked through the annual report highlighting key issues around staff changes, vaccination campaigns, and use of technology this would be available on our website

Extended Hours

John explained since we were working closely with Dr Raghwani we were looking at the option of re-instating an evening clinic but also undertaking follow up telephone appointments in the evening where appropriate as it is easier to contact patients at that time particularly for those who are working. It was agreed this would be sensible and a good use of precious resources

Telephone Lines

Reception had suggested that we reduce the number of options one option for all as currently and one for cancellation of appointments. There was a good discussion and it was felt that the best way would be to leave those as it stands but have another number to call for cancellations, so that we can free appointments with as much notice as possible to offer to other patients. John will investigate this and report back.

We then had a discussion about promoting on-line access to increase up-take and make it easier to book and cancel. It was agreed to have a morning promoting this, John will ensure we have leaflets and application

forms and provided patients have ID we can give them log in details when signing up. An e-mail will be sent out with suggested dates in June?

PPG Groups Meeting

Mrs Coley fed back from the meeting some of the items discussed as follows

Missed appointments and costs

Discussed whether this should be included in the text as the local hospital now does when they send a reminder appointment. This needs to be done on a national basis estimated GP appointment cost £25

Carers

The carers support service are trying to ensure carers are registered and receiving support. John explained that the reception and admin team received an update at the end of April to highlight the need to identify and advise carers where appropriate. We discussed ensuring carers are coded on their clinical record and the carer for patient is recorded if possible, the problem is where they are registered with a different practice we are not always told if there have been changes

Patient Navigators

This is training for reception staff to help navigate patients to the right professional or service and it means asking what the problem is, North East Lincs CCG will be providing this training to nominated staff in the near future. The aim is to avoid GP appointments where they are not necessary. This is reliant on patients stating the reason why they need a GP appointment which not all will do and we have started asking this now to prepare staff and patients before the training

Health Watch

They have recently published an up to date health & social care directory. John will contact the printers to obtain some copies for the waiting area. Health watch are also holding a question time with prospective MPs at the Central Hall Duncombe Street on 16th June 10.00-14.00

AOB

Date of Next Meeting

10th August 2017 6.00pm