

## **Patient Group Meeting**

### **Notes of Meeting Wednesday 7th September 2016 at 6pm**

**Present** Rowena Sutcliffe (chair), SubhashWidge, Ruth Randall, Barbara Davies, Robert Spensley, Sue Lucas, Sylvia Rae, Roland Jempson, John Lawrence, Monica Grizzle, Colin Benjamin and Brenda Benjamin.

#### **1. Closed session for Patents (PPG Members only)**

#### **2. Introductions and Apologies (Practice Reps join meeting)**

Apologies were received from Pat Foster, Alan Pound, Vivian Brake, Ruth Baker, John Perry

#### **3. Matters arising from closed session**

RS fed back some problems that had been raised by patients:

Time reception phone took to be answered. A patient gave examples of where he had called the practice twice recently in the late afternoon and waited excessive amounts of time before the phone was answered.

SMc gave a brief explanation of the phone stats software we hold. We do review this information regularly and have in the past reorganised our reception shifts to help cover the number of calls that come in between 2pm and 4.30pm. SMc advised the "mid shift" generally leaves at 4.30pm at which point this leaves two receptionists to answer the phone and deal with any other reception work and patients as they arrive at the practice. Unfortunately we do not have an easy answer on resolving this. We do however take on board the frustration this caused and we will review the telephone call waiting data again during the month of September to look for trends to support a further reorganisation of the available resources.

Another group member described a situation where a receptionist on the front desk was busy with a patient for quite some time and there appeared to be other receptionists who could be called upon to assist but weren't. The group asked if it is possible that other team members could be alerted when extra help is needed on the front desk. SMc advised that it was our understanding that receptionists on the desk should ask colleagues if anyone is free to help out when there is a queue. We will raise again at team meeting to raise their awareness of the current patient experience.

Font size on TV screens was also mentioned. SMon advised this had come up last time and she has amended the amount of time items stay on the screen, especially for those with smaller font and has also increased font size on the items on the TV screen that we have generated. She explained we are often asked to help publicise local services and get provided with a picture image of information to add to the screen, unfortunately we are unable to amend the font size on these files.

#### **4. Notes of meeting held 8th June 2016**

SMon went through the items that were raised last meeting and any action points:-

All action points had been addressed and there were no changes requested to the minutes.

## 5. Flu Campaign & Patient Group Involvement/Community event

Dates of our Saturday clinics are 24th Sept; 1st Oct; 8th Oct and 29th Oct. 1st Oct is planned to be community event and we have invited representatives from Diabetes UK; the local Carers Support Centre; Healthwatch and Wellaware to come along and help to promote their services on this day. Thank you also to Rowena who is organising a tombola.

SR queried which charities we would be supporting, suggestions from the group for consideration were:-

- Headway Bristol (Frenchay)
- The Harbour, a Bristol-based charity, offering free counselling and psychotherapy to people affected by a life-threatening illness
- Great Western Air Ambulance Service
- Prostate Cancer Care Appeal, Southmead Hospital.

## 6. Patient Survey

SMon explained we normally issue these annually and that the group will probably have seen these before. All feedback is welcome as is it good to see areas that are working well and areas to focus on for improvement. SL suggested the group could hand out surveys at the flu clinics, which all felt was a good idea.

**Action – Ensure a supply of surveys available for distribution at flu clinics**

SL also wanted it noted that the receptionists are empathetic, really kind and do their best to help. We had discussed some of the failings of the reception service within the practice but many present recognised that they also have a difficult and often complex job to do.

RJ added they do a very good job, are courteous and go out of their way to help.

JL also raised his recent experience where the receptionist noted his wife already had an appointment for bloods, so arranged for her review appointment to be booked around same time to save them another trip to the surgery, plus ended the call by asking if they had booked their flu vaccination appointments yet and duly booked them. - commendable service.

**Action – Feed back to receptionist team the patient group comments**

## 7. Discussion Items

SMon informed the group about some new services that we are able to offer our patients:

- Rapid access physiotherapy – same day telephone assessment and advice service.
- Improving access to practice appointments - Pilot to offer additional, routine appts for people who find it difficult to attend the surgery during normal opening hours. Groups of local practices working together to offer appts at the various surgery premises but not always necessarily your usual practice address.
- Care and Repair – info about a subsidised service for patients who are not able to carry out repairs and small maintenance jobs in their homes.

Further information on these services was provided in the form of leaflets, copies can be obtained from reception.

## **8 Update on Practice News**

- Jon Wordsworth joined us in August - here to cover Hannah MacIntosh's maternity leave
- Elizabeth Ormerod will join us in October - here to cover Rachael Dodoo's maternity leave
- Rosie Campbell joined us in August - she is a GP Registrar doctor, in her last year of training to become a GP specialist and will be with the practice for a year.

## **9. Any other Business**

RJ wanted to know about internet consultations and electronic prescriptions mentioned in the news tonight. SMon advised this is the e-consultation service we offer and the EPS electronic prescription service that we have been working with for some months.

RJ also advised he was being referred to Dr Cheang's Wart Clinic. SMon advised Dr Cheang runs a clinic every month and Mr Jempson will receive a letter inviting him into the clinic - this is one of the additional services we provide.

RS raised that her midwife was going on maternity leave and that there was minimal information regarding our midwife service on the website. SMon advised the midwife service is not provided by the practice, they just happen to be in our building and the midwives are employed by North Bristol NHS Trust.

## **10. Date & Time of Next Meeting**

Wednesday 7<sup>th</sup> December 2016 at 6pm.