

## Fitzalan Medical Group

Minutes from the Patient Participation Group Meeting – Wednesday 12<sup>th</sup> February 2014

Present: FMG: Dr Jane Gardner (JG), Donna Alder (DA), Marina Betsworth (MB), Jo Stark (JOS)  
PRG: Chris MacDonald (CM), Michael Chick (MC), Kate Chick (KC), Roger Laker (RL), Pat Thomson (PT)

Apologies: TS,MD, MC

1. Introductions.
2. Aims of the meeting- to discuss the results of the recent patient survey.
3. **Review and discussion of minutes of last meeting.**

The TV screen was queried by MC and Jo Stark(JOS) explained that she did enquire with an outside company but it was found to contain too much advertising. We are in the process of providing the screen ourselves once the electrical wiring and waiting room roof problems are fixed. Emily Reynolds (EJR) has done a power point presentation for the screen. (DA) Donna Alder agrees a screen in the waiting room would be a very useful and easy way to update patients. Dr Jane Gardner(JG) mentioned that the builders have been asked to give us quotes but take time in coming back to us. Pat Thomson (PT) asked if the leaks are a longstanding problem and Jo Stark (JOS), Donna Alder (DA) and Dr Jane Gardner (JG) said that the leaks have got worse recently especially on the south side. Roger Laker (RL) asked what would be on the screen. Marina Betsworth (MB), Jo Stark (JOS) and Donna Alder (DA) mentioned that opening times, useful contacts, doctors names and pictures, useful information e.g. flu clinics etc . Roger Laker (RL) suggested a frequently asked questions section could be included and all agreed this would be useful.
4. Electric doors in reception- Dr Jane Gardner (JG) wasn't sure what had happened since the last meeting regarding this but we have had a surveyor in to look at the whole building and reception desk including where the self-check in screen is placed. Michael Chick (MC) mentioned that powered doors are very expensive it and would be better to find an alternative solution. Jo Stark (JOS) did mention that a lot of the time the doors are kept open. Roger Laker (RL) asked why do we have two sets of doors is it because of fire regulations? We then discussed the chemists and reception of Fitzalan Medical Group. Dr Jane Gardner (JG) said that we are looking at ongoing maintenance for CQC standards etc and the need to prioritise the car park and lighting before the doors.
5. Ash Lane Closure- Roger Laker (RL) asked if a letter went to every patient regarding the closure of Ash Lane. Jo Stark (JOS) said the letter went out to people who were due letters e.g. CDM's etc but it was publicised on the front desk of all the sites and also at the chemist.

Donna Alder (DA) advised that we had lost 300-400 patients from Ash Lane and we only had a few complaints. Kate Chick (KC) asked if Ash Lane had been sold Donna Alder (DA) advises it has not been sold but it is still up for sale for either residential or commercial.

6. Blood pressure machine- Roger Laker (RL) felt the BP machine had not been moved into any better position. Patricia Thomson (PT) said it wasn't good in a public place. Roger Laker (RL) asked if a privacy screen could be placed around it. We explained that we did have one for a while but it blocked the receptionist's view of the waiting room. Donna Alder (DA) mentioned that the doctors are trying to encourage the patients to buy their own bp machine as the readings are better at home avoiding high bp or white coat syndrome and they cost around £10. Jo Stark (JOS) mentioned that the BP machine has been removed for maintenance for the time being.
7. Tannoy- not being used.
8. PPG participants- Chris MacDonald (CM) asked if any young people had joined. Dr Jane Gardner (JG) and Marina Betsworth (MB) said that only one person had enquired. Donna Alder (DA) said the survey was sent to a variety of patients.

### **Survey Results**

9. Survey results online booking- Roger Laker (RL) asked how the online booking would operate. Donna Alder (DA) said it hasn't started yet and it would only be certain slots and only available at certain times with restrictions. Dr Jane Gardner (JG) said that we had no Practice Manager for a while and it was hard to introduce last year but it will hopefully be looked at properly from April this year as the GP contracts are changing.
10. Survey results triage- Roger Laker (RL) asked if the triage has been working. Dr Jane Gardner (JG) said that triage is for people who need appointments on the day however we do realise there is a lack of appointments for advanced booking. Roger Laker (RL) said he initially didn't like the idea but has used the system and found it is useful also Chris MacDonald (CM) mentioned that she has heard good reports. Roger Laker (RL) said the advantages were for patients with ongoing treatment. Dr Jane Gardner (JG) said the doctors have found it useful to keep continuity. Roger Laker (RL) asked how online booking would be built into this system. Dr Jane Gardner (JG) said it would be put into extended hours and Donna Alder (DA) said any appointments can be booked online depending on how the rotas are written. Kate Chick (KC) asked how many receptionists we have on the phones first thing in the morning. Jo Stark (JOS) replied 7. Roger Laker (RL) mentioned he didn't know Wick had its own phone number to telephone for appointments etc. Jo Stark (JOS) said it is preferable for patients to call the Fitzalan site as there are more receptionists on the phones.
11. Survey results phone back- Dr Jane Gardner (JG) said they were thinking about being more specific when ringing back. Jo Stark (JOS) mentioned we ask patients why they are telephoning for an appointment so they can be booked appropriately. Roger Laker (RL)

asked if receptionists are trained to do that. Dr Jane Gardner (JG) and Jo Stark (JOS) said receptionists have protocols to follow which have been agreed by the doctors ,Roger Laker (RL) suggested that we let patients know why we ask and inform patients that staff are guided by protocols.

12. Survey results Newsletter- 50/50 response and everything that would go in the newsletter would be going on the screen and also could be put on Facebook or website.

### **Any other business**

1. Online prescriptions Kate Chick (KC) asked why we have changed from emails to ordering via our clinical system TPP, Donna Alder (DA) explained that it was safer, quicker and easier to see the medications. Michael Chick (MC) said that if you are on repeat meds and the dates are different then you have to keep ordering but Donna Alder (DA) advised that this is being looked into.
2. Website. Dr Jane Gardner (JG) asked what everyone felt about the website. Patricia Thomson (PT) said that it wasn't very good and Roger Laker (RL) said it was long winded with lots of buttons and hard to navigate.
3. Care data- This is a national initiative and it is to look at data e.g chronic disease etc. We are not currently live but patients have to opt out of it. However this has been postponed yet again. Summary Care Record has started and patients can opt out, this is for when you are admitted to a hospital in another part of the country. Clinicians can ask for consent to access a patient's medical records. It only shows repeat medications and allergies.