

Dawley Medical PPG

Minutes of meeting 14 September 2018-09-15

Attendees: Joan Noel (Chair), David Noel, Simon Meadows, Patrick Spreadbury, Sonia Pratt, Barbara Keeling, Diana Clarke, Neil Clarke

Apologies: Vic Tonks, Sue Woodvine, Mrs Lee

As no formal agenda had been set prior to meeting, PS suggested that any matters arising from the minutes of the meetings PS/SM had had with Jude Williams (Practice Manager) and Dr Adeleke should be taken first before more discussion take place on future organisation of meetings.

Appointments/Reception Desk

DC highlighted the fact that it is still very difficult for patients to get through on the telephone to make an on-the-day appointment between 8.00 – 9.00am as lines very often engaged. When you do eventually get through all the day's appointments are reported to have been allocated. This is causing frustration amongst patients. Inconsistent messages are also being given out by different members of the reception staff.

DC raised the issue of members of the reception staff doing triaging for telephone requests for GP appointments on the day. Concern expressed that patients did not always feel comfortable discussing very personal health matters with a receptionist with no medical training and also questioned if this would be in breach of patient confidentiality. PS believed that patient confidentiality applied to all staff in the practice not only GPs and nursing staff. There was a perception that if patients were not happy to comply they would not be given an appointment or would have to go to the ' back of the queue'. BK wondered if the receptionists manning the phones in the morning were sticking to an agreed set of questions to determine how urgent a patient's needs were, as we had been told at a previous meeting, or whether the receptionist was making an ad hoc decision without reference to set questions. Patients were concerned there was a lack of consistency in how triage was being delivered.

BK questioned the number of staff, very often just 1 person, on reception at peak times first thing in the morning and then very often 2 when things seem to get less busy later on. Was there any reason for this?

JN, acting as devil's advocate, pointed out that many of the problems encountered by patients at Dawley Medical were replicated in other practices in the borough and in other parts of the country. Despite all the issues above, she was keen to stress that the PPG was acting as a critical friend and also had seen many significant and welcome changes and improvements in service delivery at the Practice over the last 12 months. It was agreed that a letter be sent to the partners, clinical and administrative staff thanking them for their sterling efforts to get the practice back on its feet after the very worrying few months at the beginning of 2017. PS was tasked with drafting a letter.

Meeting Protocol

JN outlined how she saw future meetings being managed using recognised meeting protocols. It was proposed that in future there would be minutes circulated prior to the meeting and these would then be signed off by the Chair as true record of the meeting at the next meeting. Any matters arising would then be brought up and discussed followed by a set agenda. It was noted that AOB was not to figure as an agenda item. All items for the agenda to be submitted to the Chair at least 7 days prior to the meeting and agreed by the Chair. Agenda to be sent out 2 days before the meeting. SP suggested that it might be a good idea to have a timed agenda so that adequate time would be allocated to agenda items.

At the last Core Group meeting in August it had been suggested that there should be a Vice Chair to cover when Chair unable to attend meetings. PS suggested that, rather than have a formal election of Vice Chair, one of the Core Group present at the meetings should be tasked with being acting Chair in the absence of the elected Chair. This was agreed by the members present.

Extended Access

PS updated the group on the roll-out of the Extended Access scheme as from 1 October 2018 with the planned provision of bookable appointments 8.00am – 8.00pm to see a medical practitioner at their GP practice or other venue (alternative GP practice or the new proposed hub at the PRH). Final details are expected later this month. PS to circulate when available. See minutes of meeting with Dr Adeleke to see his concerns about Dawley Medical being able to deliver 8.00am – 8.00pm bookable appointments. Concerns expressed by other practices as well.

GP Online/Patient Access App

PS provided further information on the new NHS GP Online App, proposed to be available nationwide by December 2018. According to NHS documentation the GP Online service will be provided via different apps already being used, one of which is Patient Access app available already to Dawley Medical patients if they have signed up to use it. Not all features of the app will be necessarily available to Dawley Medical patients at present. Currently patients are able to access the Repeat Prescription, Medical Records, Consultations and upcoming Appointment features. The option to book appointments and message the practice are not currently available. Any patient not already signed up to use the app can do so by applying online and contacting the surgery with proof of identity. PS gave members details of the webinars available to patients to learn more about the GP Online App. To sign in use link below:

<https://www.events.england.nhs.uk/gp-online-services-webinar-for-patient-participation-group-members>

CCG AGM

PS shared the CCG's Finance Officer's annual report on the CCG's budget of £244,000,000 and how the money is spent across the various services in T &W. The largest percentage of approx 50% is spent on hospital services followed by 25% on Primary Care.

GP Patient Survey 2018

PS provided the group with the results of the Ipsos MORI GP Patient Survey 2018 for Dawley Medical. The results are based on 104 surveys returned from 294 sent out to a random selection of patients – a completion rate of 35%. Patient roll is approx 10,500 patients.

Flu Clinic

Members were reminded about the walk-in Flu Clinic for all eligible patients being held on Saturday 22 September from 8.00am till midday. Volunteers were required to help serving tea/coffee and cakes during the clinic. There will be no charge for refreshments but donations for Macmillan Cancer Care will be accepted. PS, JN, DC,NC agreed to help out.

Blood Tests

PS alerted the group to the new notice about the new arrangements for blood tests at the Practice. With a few exceptions, clearly listed on the notice on Reception desk, blood tests will now only be done at the PRH.

Patrick Spreadbury

18 September 2018