Patient Participation Group Meeting

Date: 28 May 2014

Present: Mrs S, Mr B, Mr M, Mrs T, Practice Access Manager, Practice GP, Practice Business Manager, Practice Administration Assistant (minute taking)

Apologies: Mrs M; Mr C; Mrs C; Mrs G

**Minutes of last meeting**

The minutes of the last meeting held on Wednesday 12 March 2014 were agreed as a true record.

Concerns were raised with not been kept up-to-date with developments at Ferrybridge. It was also felt that nothing had been actioned from the past 6 months.

**Matters Arising**

The group informed they would like the meeting to start at the time specified. On the past 2 occasions the meeting had started late.

**Practice Update**

Access Manager introduced the Practice Business Manager to the group.

GP updated the group on a new system called ‘Dr Call-Back’. This system would operate between 9am-12noon every morning. This would mean if a patient calls the surgery they will have contact with a GP the same day. The patient will speak with the GP and they will decide the appropriate management for that patient. If a patient walks in they will be dealt with the same way. GP advised there would still be pre-bookable appointments available for patients to book as usual. The service will not be offered to patients who use the on-line service. This system was taken into account following feedback from the patient survey. It would deal with the demand for patients to see a GP and will reduce the number of patients who walk through the door. The practice will advertise this new system by attaching flyers to prescriptions, posters and Facebook page. GP informed the group the surgery was hoping to pilot this system from July.

Mr M asked on average how many patients a day the GP deals with at present. GP advised it could be around 30-40 a day. This includes face to face appointments, telephone appointments, visits and prescription queries. It was agreed that GP would look into the data and get the group exact figures to see if the new system would be useful. Mr B asked how many registered patients are with Park View. Dr GP advised they have 2700 patients.

**IT Issues and data sharing**

Mr B raised concerns with regards hackers sending abusive messages on Facebook. He was informed that they cannot do this unless they are registered on Facebook and like the page. Access Manager informed the Facebook page gets checked on a daily basis. Access Manager and GP informed the Facebook page is purely for information as well and will not contain any patient information.

Mr B and Mr M raised issues with NHS sharing patient data to other resources. It was agreed that our IT Manager be present at the next meeting to address these issues.

**E-mails**

Mrs S asked if it would be possible to e-mail patients with updates with regards the practice. Access Manager will speak with the IT Manager and discuss at the next meeting.

**Delays**

Mr B informed the group that his partner had to wait 50 minutes for an appointment. She was not informed the clinician was running behind. He questioned with regards to the Jayex board and it been highlighted on there. Access Manager informed him that this could not be done due to timing issues. Access Manager will speak to the receptionists and reiterate they must inform patients when clinicians are running late.

**AOB**

Mrs S raised the question if any other business should be on the agenda. She stated if you had something important to raise it should be an agenda item. It was agreed to keep AOB on the agenda as last minute issues may need to be addressed.

**Medication** – Mr B requested a prescription on-line with additional medications and a reason why he wanted these. When attending the chemist to pick his medication up, these were not issued. Access Manager apologised for this and informed Mr B she will ask the receptionists to check for extra information before issuing the prescription.

**Resignation** – Mrs T announced that due to health issues she will no longer be attending the group.

**Communication** – It was highlighted that not all minutes from the last group were received and that an agenda was not sent out with regards this meeting. Access Manager apologised to the group and will inform Administration Assistant. They also asked when e-mailing details of the meeting can Administration Assistant please confirm the time of the meeting as Mr W turned up after the meeting had finished at 12pm.

**Next Meeting**

To be confirmed