



## Patient group minutes Thursday 14/4/16 5-6pm

<b>Item</b>
<p><b>Introductions &amp; apologies</b> 6 patients present plus Camilla Hawkes and Sukhi Lall from the practice</p>
<p><b>Minutes from last meeting</b> No minutes taken at last meeting as the meeting spent its time editing the Patient Leaflet about our changed appointment system.</p>
<p><b>Amended appt system - feedback</b> One patient reported back that her neighbours had been concerned about the wait time for an appointment. One with an unwell child had had to wait 3 days. The practice protocol for unwell children is that they are booked into a same day appt by the receptionist, no need even to speak to the doctor (provided this is what parent or carer is asking for) – it is unclear exactly why this case occurred but the practice is more than happy to look into it further if more information can be given. Ways of ensuring people are fully informed about the whole system (ie about the Same Day Service, as well the prebookable appts):</p> <ul style="list-style-type: none"> <li>• Ensure they have read our leaflet / or our website.</li> </ul> <p>Also: any patient can contact the practice if they have a concern or complaint and it will be looked into – the practice values it when patients do take the time to do this as it gives us an opportunity to put things right: use the “contact us” form on the website or ring or write in. No other comments. From practice perspective the move to the new system has gone well – lots of good feedback. The most difficult period was over Easter when the wait for a prebooked appt rose to 10 working days. This is because we are still relying on locums (but see clinical team update below) and so at times when locums are not available (ie school holidays – as many choose not to work at this time) then the number of appts we are able to offer falls significantly leading to a greater wait time. The wait time has now dropped back down to 5 working days - within our target.</p>
<p><b>DNAs (Did Not Attend) - Sukhi</b> Patients who do not attend for a prebooked appointment are called DNAs in GP-speak. DNAs are rising now with our changed appt system so we are reviving our process for communicating with patients who DNA. Feedback sought from the PRG please.</p> <p>130 GP appts have been “wasted” since we changed the appt system on 1.2.16, and many more for the nursing team. Patients get a text reminder the day before their appt. If they then fail to attend, they get a text afterwards as well. We have also now started phoning them to find out why they did not attend, see what we can do to help them remember etc.</p>

The group suggested that information be displayed in waiting room about the number of appts wasted. Mixed feelings on this as evidence shows that such posters do not change behaviour. Practice to consider this.

The practice is getting new software soon which will allow patients to text back to the practice and cancel their appt by text at any time. (The same software as is used in hospitals to issue reminders by voicemail). This may have a beneficial impact. The practice will report back to the July meeting about DNA rates.

#### **Online medical records access - Camilla**

GPs are now required to make medical records available online to those patients who request it. The law requires us to make "coded" data available but SMP has chosen to go a step further and make the free text of consultation records information available, this also includes text results. Only those medical records made *after* the patient has successfully applied for access, will be seen (ie not historical records).

The process for application is via a paper application form which is on website / can be obtained from reception. You can apply for access for yourself or on behalf of another which is called proxy access (ie on behalf of a child, or someone you care for). The latter requests will be handled carefully as there could be issues around coercion, or confidentiality (esp for children). All proxy access is withdrawn once a child reaches age 11 – this is in line with guidance from the RCGP.

#### **Premises update:**

New date for special PRG meeting re premises 7<sup>th</sup> June 5-7pm (venue TBA but probably the practice). Plans will be presented and comments sought.

Planning permission is still awaited but most of the hurdles have been got over. Funds are now in place. Newton Surgery has withdrawn from the scheme, so it's only SMP moving over as things currently stand.

#### **Clinical team update**

Dr Lucy Crosland starting in June, and Diane Buckle Nurse Practitioner starting in May. Debbie Dunbar re-joining us as full time new practice nurse in April. We are also recruiting a pharmacist to join the team. We are reconfiguring the clinical team in order to be more resilient ie having a greater proportion than currently of nurses and other healthcare professionals compared to GPs.

#### **Future meeting dates – all new!**

**7<sup>th</sup> June 5-7pm –! See "premises update" above**

21/7/16 12.30-2.30

20/10/16 5.00-6.30pm

19/1/17 12.30-2.30

#### **Any other business**

March for the NHS this Saturday in town.

Topics for future meetings:

- Gilda will report back from the CCG Board meeting in May that she is attending.
- Request for CCG transformation plan to be covered in next PRG meeting
- Report back on DNA numbers