

## **Patient Group Meeting 15<sup>th</sup> May 2012 Minutes**

**Present: SS, HD, JM,DR,GR,MG,DH, IR,ME,AT, (patients) LS,SAP, (Practice representatives) HW (NHS Rotherham)**

### **Apologies:**

### **Minutes of the last meetings**

The minutes of the last meetings were projected. The minutes had been circulated prior to the meeting inviting comments from the members if they felt they were inaccurate. The minutes of January 24<sup>th</sup> and February 2<sup>nd</sup> meetings were agreed.

### **Matters Arising**

The minutes are displayed on our website. The Group members present at the meeting agreed to their initials being included in the minutes.

The group was offered the opportunity to view our website if they hadn't already done so.

A future patient questionnaire was distributed to the group for their comments. We identified the font was too small.

The outcomes of our previous Patient Group meetings were discussed with the GP Partners at a meeting in March. The following was discussed:-

### **Feedback from previous meetings**

The outcomes of our previous Patient Group meetings were discussed with the GP Partners at a meeting in March. The following was discussed:-

**Pre-bookable appointments only available in the morning** – the practice is undergoing a major change to its new computer system at the end of July. We are expecting the new system will, over time, provide us with new functionalities and developments and will impact on our way of working. It was decided at the Partners meeting once the computer system was installed and settled the appointment system would be reviewed. LS explained that some patients are released at 6 pm for the following day which are bookable via the computer system.

**0844/5** – Rotherham practices are currently looking at changing the 0844/45 system and where possible will be changing their numbers.

Our Wickersley site is due to change in the next couple of months to an ordinary local number. Our Clifton site is unfortunately unable to terminate its contract with the suppliers for the foreseeable future. Patients are able to ring our Wickersley site and request an appointment for Clifton.

NHS Rotherham will be organising a local media campaign to promote the new telephone numbers.

**Speaking to a Nurse/GP/ Who's who in Drs** – the introduction of our website ([www.cliftonmedicalcentre.co.uk](http://www.cliftonmedicalcentre.co.uk)) will hopefully enable patients to easily access information about the practice. A practice leaflet will be available for those patients who do not have access to the internet.

## **Website**

### **The following comments and suggestions were made:-**

Patients access the internet in a variety of ways. A popular method is via the smartphones. **DH, AT and LS agreed** to view the website via a smart telephone and provide feedback.

HW suggested Emergency dentistry information should be included on the website. **SAP agreed to check and include.**

If English is not the first language how do patients read the website? HW advised Google translate is available to enable patients to access the information.

How do partially sighted/blind patients access the website? HW advised visual aid software for the partially sighted/blind.

Promote the new local number 111 - this number will replace NHS direct, with a number of additional services.

## **New Computer System**

The practice is undergoing a major change to the computer system starting on Thursday 26<sup>th</sup> July. The Practice aim to keep the disruption to patients a minimum however it is expected we will not be able to operate as normal. For instance the patient calling in system (Jayex) will not be available on the 26<sup>th</sup> / 27<sup>th</sup> and we are likely to operate a book on the day system for appointments.

The new system will enable the Practice to embrace new developments as they become available. **SAP to check whether an APP (application)** would be available to book appointments etc?

The patient call in system (Jayex) mainly displays the name of the patient unless the patient has opted for their patient identification number to be used. SAP will check whether the new computer system would retain the patient identification number or whether the system would default to patient identifiable information.

Confidentiality/privacy forms part of the questionnaire distributed to the group at the beginning of the meeting. We could use this questionnaire as a starting point and then survey further regarding privacy.

## **Self care week 12<sup>th</sup>-18<sup>th</sup> November**

Group agreed in order for patients to 'self care' they need to be aware of what services are available and what 'self-care' means.

### **Our wish list?**

### **What are our priorities?**

Gather patient views on:-

Self care and what services patients are aware of both in and out of the practice

Confidentiality/privacy

Health Trainers and their role

Invite pharmacist to next meeting

## **Rotherham Clinical Commissioning Group meeting 13<sup>th</sup> June 2012 1.30-4.30 pm**

Thank you to SS and GR for agreeing to represent our group and learn more about patient and public involvement. Agenda and covering letter have been either emailed or posted.

### **A.O.B**

SAP confirmed patients who need to be seen at the hospital are able to choose from a list where they would like to be referred.

To help reduce the rates of cross infection, infection control standards indicate toys are not made available in the waiting room.

SS agreed to take the minutes at our next meeting.

Date for next meeting Tuesday 16<sup>th</sup> October at 12 o' clock