

Patient Group Meeting 7th May 2013 Minutes

Present: HD,DR,GR,MG,LD (patients) TM,SAP, (Practice representatives)

Apologies: DH, JM

Minutes of the last meeting

The minutes of 12th February's meeting was projected. The minutes had been circulated prior to the meeting inviting comments from the members. 12th February's minutes were agreed as a true record.

Matters Arising

For the benefit of the group MG explained that she had asked the Practice 12 years ago to amend the patient display to show her patient number rather than her full name. This had been resolved by the Practice, however with the introduction of Emis Web in July 2012 this functionality had been lost.

SAP had taken the matter up with the clinical suppliers and was pleased to say the situation had been rectified on Friday 3rd May. MG thanked everyone for their efforts with this.

Hand dryer had been replaced in the toilet.

PALS has been disbanded and replaced by Healthwatch. The new manager is expected to be in post by May 13th. We await further contact details and what the service will provide.

Questionnaire

SAP gave an update on the progress of the action points which the group identified as a result of our questionnaire

Self check in screens – the machine at the reception desk had been tested and worked well. The screen on the first floor worked intermittently, at best, when tested and so an order has been placed to replace it.

Signage – new signage is being ordered to assist patients with locating the team member they wished to see.

Patient Access – for prescription requests and appointments a new leaflet had been designed to give to new users on how to access the service

Patient Information leaflet –

Prior to the meeting the patient information leaflet had been sent along with the agenda to the group, to give them the opportunity to provide feedback at this meeting. The leaflet had been agreed upon as a result of some of the issues raised regarding our service such as room location, self check in screen.

All agreed the leaflet is useful to both new patients and existing patients.

MG and DR raised the following points:-

1. How often would the leaflet be updated?
2. Include under appointments that a patient can request a telephone call
3. Clarification on the new 111 service
4. Information needed on nurse specialities
5. Include telephone availability times as this is different to Practice opening times.

SAP confirmed the leaflet would be updated at least annually to reflect the bank holiday and training dates for the New Year. Dates and version numbers would be included on the final document as a footer.

A separate leaflet to be devised for the nursing team.

Points 2, 3 and 5 would be included in the final document.

Feedback from Rotherham Network Patient Group Meeting on 17th April (GR)

GR provided feedback on this meeting and the minutes are attached for information.

GR asked whether it would be possible to have a supply of cards promoting our group. SAP to check.

Appointment of a secretary

Recruitment for new patient group members is underway. GR provided the name of one new member and SAP agreed to write to her and invite her to the next meeting.

Staff and patient Issues

No issues were raised

Mystery Shopper

Clifton had been visited by a mystery shopper in February who sat in our waiting room and observed reception and provided the following feedback.

The atmosphere in the practice was felt to be calm and professional. The following points were raised:-

Names badges are not displayed by team members- unfortunately he was unable to see the badges as they are on lanyards which hang quite low making it difficult for patients to see over the counter.

DR suggested a little sign saying 'your receptionist today is and the name'. All agreed for safety full name would not be displayed but first name would be useful. SAP to investigate

Complaints leaflet not displayed – due to NHS restructure we were awaiting an update on who would be dealing with this area in the new organisation. The leaflet would be revised and displayed.

Patient survey results not displayed – the survey results were in the process of being discussed by all the various teams before they were displayed.

A.O.B

DR raised the issue of our Jayex display board and its lack of information – SAP confirmed this is still on the list of action points she is currently working through and would be addressed for the next meeting.

Next meetings:-

Tuesday 6th August 2013 at 12 o' clock