

MINUTES

PATIENT REFERENCE GROUP

8.9.11

Attended:

Norman Wharton, Linda Carver, Niko Stanfield, Isabelle Peters, Charlotte Burnett-Graham, (PRG), Karen Reed (Practice Manager), Charles Parker, Becky Foljambe, and Liz Chappelow (GPs)

Unable to attend:

Edwin Renohan, Trish Sidebottom

Introductions and thanks for "being volunteered"!

Explanation of the need for a PRG and brief description of its role.

Two main functions:

- To help improve two way communication and provide a forum for a more in depth understanding of any issues on both sides.
- To help with the formulation, analysis and implementation of the annual patient survey.

Content of the annual patient survey

The IPQ standard questionnaire was shared which provides much generic information about the practice, but also fulfills the requirements for the Doctors revalidation. We can add 5 extra questions to this which will be collated for us.

A list of comments from the new "our practice needs you!" comments boxes from the last 3 months was also shared.

Issues discussed:

Phone system

The practice is looking to replace its old out-dated system.

Do patients often find the line engaged? - Sometimes

How would a queuing system be received? - Ok as this would give you the choice of ringing back later or waiting

How would an automated choice be received? - Probably ok as long as it was very short: - "press one for dispensary or hold for reception"

We will probably get an additional line for out going calls which will reduce the times the line is engaged.

Premises

Automatic sliding doors would be nice

Chairs with arms for the disabled or elderly

More books/ toys for the children (these seem to have migrated!)

Repeat prescriptions

The Right hand side of the prescription was discussed and thought to be helpful

Appointments

The walk in surgeries are GREATLY appreciated. Discussion of the pros and cons for the doctors and how to encourage more use of appointments for more chronic problems using the TV screen and newsletter – “it may save you a wait!”

There was one request for being able to make a nurses appointment on line

Becky was going to trial a winter season telephone surgery prior to Friday evening’s walk in surgery to see if this reduced the burden of the walk-in surgery.

Communication

General discussion of all the potential ways for communication to include both the established systems and newer methods for the youth and electronically minded – including wider distribution of the quarterly news letter to parish notice boards and Alanbrooke shop, and text messaging/ facebook (definitely Becky’s job!). email is currently a bit problematic.

Other

Sexual health for the under 16: Would it be ok to send a leaflet out with the school leaving booster letter to parents? – Yes, the leaflet was good, parents still had the choice to not hand it on to their teenager. The letter could be addressed to both the parents and child and modified appropriately.

Some of these ideas can be implemented fairly easily without necessarily going in the questionnaire (italics).

We chose to concentrate on the telephone system and communication for this year’s questionnaire.

How to distribute the questionnaire?

The questionnaire is really designed to be handed to patients who have come for an appointment, so is only a snap shot. We could have paper copies of the additional 5 questions at the dispensary and reception, and they could also be posted on the website to try a reach a wider group, and could become a more “real time” source of feedback as things evolve.

The “Our surgery needs you!” boxes need to continue to encourage other ongoing feedback.

Date and time of next meeting:

An early afternoon was the best time for all those who came today (not surprising!), but we were aware that this had excluded other working people who were willing to be involved. We will circulate the agenda and any useful paperwork prior to the meeting so those unable to attend can pass comments which can be included. We will then circulate the minutes. We may need to consider changing the time of meetings next year to include a different population.

A Thursday afternoon in January!