Parkside Medical Practice

Dr A. Azam & Partners

(Total Group members: 46 – only 2 came to last meeting: todays meeting)

Minutes of Patient Participation Group on 11th February, 2014 at 9.30am

**Present : SH;NI;MH;RD**

**Apologies:** Lisa DeVogele; Mohammed Islam;

**Agenda:-**

1. Patient Access Survey Outcomes:
2. Practice Responses:
3. Moving forward:
4. News: Online services, online prescriptions, SMS messaging.
5. Importance of giving consent to share records and contact information.

Overall they were happy with the Patient Access Survey which we showed them.

Points discussed today:

1. Previous issue regarding not being able to get through to the surgery in the mornings. Advised group two receptionist and two phone lines into practice: can only answer one call at once and all are answered as they ring through. Advised practice will be looking at new telephone systems following last meeting minutes although can’t action anything until October, 2014 at earliest. Also advised reception staff will be told to answer telephone as priority over patients at front desk (asking patient at desk to bear with them as call as could be an emergency. If call is non emergency ask patient to hold whilst finish dealing with patient at desk and return to the call ASAP. RD, group member agreed this would be better as you know you are going to be dealt with very shortly, better than phone just ringing and ringing.
2. GP Triage system suggested (Minor Ailments) – further to this suggestion the practice are trialling a telephone triage. SG retired at the end of February do there will be no specific Minor Ailment Clinic. The telephone triage was set up in March following the PPG meeting. This will run for a few weeks to see if it is successful Patient are also given Pharmacy First details minor ailment scheme.
3. Appointment Availability – In general circumstances patients are seen by the first available GP/Clinician, unless a GP/Clinician has asked for them to re-book with them for a review.
4. PPG feel the Practice Core Hours are appropriate. Suggested maybe an early start would help and ensure that the late night appointments are for workers only, Also suggested the late night surgery to be extended. Discussion with PPG, explained we are unable to extend the late night surgery as the building is only open until 8pm.
5. Overall patients happy with the reception team, PPG said they were very good, no major complaints. Receptionists to attend customer service training.

Other Points raised:-

Comment was made that SG Room not very confidential, even with the door closed patients can hear what is being said. We are looking to move New Practice Nurse down to the bottom treatment room. Also that patients can over hear receptionist’s conversation, practice to look at maybe closing the door between reception and back office.

Suggestion - We should have an interpreter available at the surgery at least once or twice a week. One of the PPG members suggested she can help.

Notice Boards & Notices on walls for patient education.

Patient Call board – practice in the process of getting a call board.