

MINUTES

PATIENT AND PUBLIC INVOLVEMENT GROUP MEETING

Monday, 10th March 2014, 6.00 – 7.00pm

Present:

Dr Natalie Crowe	General Practitioner (Thornfield Medical Group)
Mrs Doreen Brown	Practice Manager
Mrs Margaret Heaton (Chair)	Patient
Mr Mike Singleton	Patient
Mrs Gail Greally	Patient
Mr Ian Cockburn	Patient
Mrs Julia Cockburn	Patient

Apologies:

No Apologies received	

1.	Chair's Welcome and Apologies	Action
	Mrs Heaton welcomed all to the meeting. Apologies for the meeting were noted.	
2.	Minutes of Previous Meeting held 23 September 2013	Action
	Minutes of meeting held on Monday 6 th January 2014 were agreed as a true and accurate record.	
3.	Matters Arising	Action
	<p style="text-align: center;">1. Patient Survey Results</p> <p>Dr Crowe presented the results of the recently completed practice survey and that we had been successful in reaching our target of completing 600 surveys (602 completed in total).</p> <p>Dr Crowe led a discussion about the results of each survey question and then the group reviewed the patient comments. It was noted that because the survey was carried out during January and February there were comments pertaining to both the old appointment system and the new one. Dr Crowe agreed it would be important to make this clear when writing up the annual report.</p> <p>In general it was agreed that the new system was progressing well and had been well received by the majority of patients. The survey results were more positive than the previous year's results with more patients being able to book an appointment when they wanted.</p> <p>Other common themes in the comments related to attitude of reception staff, telephone system, continuity of care and on line booking.</p> <p>Mrs Heaton brought up a problem she had encountered with the telephone system recently: she had a missed call from the surgery and when redialling the number was put through to the main building reception rather than Thornfield reception. Unfortunately the main building reception were unable to put her directly through to the practice so she had to phone in again on</p>	NC

	<p>our specific number. Doreen explained that at the height of our telephone problems last year we had to stop calls being put through from the main reception as it was causing the system to crash. Since things have now improved we may be able to reinstate this. Doreen will also look into why our specific number does not appear on 1471 instead of the buildings number.</p> <p>Dr Crowe discussed the comments about continuity of care and problems some patients mentioned about being able to see the same Dr. This is a possible down side of an advance booking system because well established Drs will become booked up more quickly compared to less well known Drs. The PPG team discussed various ways in which this might be helped.</p> <p>Mr Mike Singleton suggested that staff photos should be placed in the waiting rooms and on the Practice website along with any specialist interest they might have. He felt this would help patients to put a face to a name and might encourage them to see a new Dr. He also suggested using a TV screen in the waiting room to show the same information. This led to a discussion about the current TV screens which Doreen explained are provided by the NHS and show an NHS health education programme called the Life Channel. Doreen will look into whether we are able to put any additional information onto this TV system. Mr Singleton would look into costs of installing a new TV system into the waiting room area.</p> <p>Mrs Greally informed the PPG that she had not been aware of the online booking service and that in all likelihood many patients were in a similar position. Doreen will check leaflets, website and remind staff to publicise this option to all patients contacting the surgery</p> <p>2. Draft Annual Report</p> <p>Dr Crowe presented the format for the annual report and the updated action plan from 2013's report. The PPG agreed various action points to take forward for the 2014 action plan which Dr Crowe will add to the annual report. Final version of the report to be sent/emailed to the PPG in the next week for agreement by members.</p>	<p>DB</p> <p>DB MS</p> <p>DB</p> <p>NC</p>
4.	Other matters	
	<p>1) Altogether Better- Mrs Heaton informed the PPG that after her initial interest in becoming involved with this project she was informed that 20 patients would be required from each practice in order to take this forward. The PPG decided therefore that for the time being this was not going to be feasible.</p> <p>2) Mrs Julia Cockburn informed the PPG that as a wheelchair user she had experienced the situation whereby she had been waiting at the lowered disabled access reception window to be dealt with when an able bodied patient had "queue-jumped" by standing over her to gain the receptionists attention. Doreen apologised on behalf of the practice, clearly this should not happen. She will take this to the staff meeting as a training matter.</p>	<p>DB</p>
5.	Practice Update	
	<p>1. New Appointment System as of Mid February 2014</p> <p>Dr Crowe outlined the new appointment system which had been in place since mid February. Early indications were that it was working well and</p>	

	<p>making a real difference to access for the majority of patients. Mr Singleton checked during the meeting using his smart phone and found that there were numerous appointments available to be booked for tomorrow and for the rest of the week. The PPG members agreed that this was an excellent improvement for the practice.</p> <p>2. New Business Manager</p> <p>Dr Crowe informed the PPG that Doreen is retiring at the end of March after 24 years service with the practice. A new Business Manager is starting on 7th April, Mrs Tracey Stuchlick who is a very experienced practice manager and no doubt will be a great asset to the practice.</p>	
6.	Close and Next Meeting	
	<p>Meeting closed at 7.10 pm.</p> <p>Next meeting: Monday, 9th June 2014, 6.00 – 7.00pm, Thornfield Medical Group, Molineux Street, Byker, Newcastle upon Tyne, NE6 1SG</p>	

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