

Meeting:	Patient Group Meeting
Date:	16th July 2012
Location:	Seminar Room
Chair:	Farina Ahmad

Notes:

Present:

Brian Kolbe(BK) ,Lynne Waller(LW), Deanna Morgan- Russell(DM), Elias Zakaria (EZ), Colin Bridges (CB), Joan Crowhurst (JC), Narendra Thakrar(NT)
Farina Ahmad (FA), Dr Mustafa Sarang (MS)

Apologies:

Elias Zakaria

	Agenda item	Discussion/Requirement
1	Apologies for Absence	Apologies from Elias Zakaria
2	Minutes of Last Meeting	<p>FA briefly went through the minutes of the last meeting which mainly reported on the results of the 2011/2012 Patient Questionnaire and where improvements could be made.</p> <p>Positive feedback with regards to the 0844 number as no engaged tone and indicates number in queue</p> <p>PCT did not allow for extension of additional consulting room. PCT approval required for rent purposes before any extension can go ahead. BK to check with the council.</p> <p>JC suggested to ask neighbours & opposite neighbour as well, as a matter of courtesy as this could impact on traffic / parking</p> <p>Another letter was written to the council in February 2012 with regards to adding yellow lines opposite the Surgery entrance in Warren Road and on either side of the 'exit' of the surgery into Nork Way to make it safer – No reply from the council – BK suggested sending photographic evidence</p>
3	Phone Triage -	MS mentioned that the Practice undertook a 'phone triage' trial from April – July 2012, whereby 10 telephone slots were allocated to each GP on a daily rota basis (for the on call Dr). The aim was to try to treat the minor illness cases over the phone. This would then free up more appointments for patients with acute / chronic problems to attend the surgery. The Patient Group thought this was an excellent idea.

4	New Rota from July 2012	9 extra appointments have been created under the new rota starting from 23.7.2012. Main aim is to provide flexibility to the patients. If the rota is proved successful, phone triage will be incorporated later on.	
5	Phone calls	<p>Patients are being asked to re-book with the Dr for the next day, if they miss the Drs phone call. – Welcomed by PG members.</p> <p>The main reason being, if the patient does not pick up the phone, the Dr will have moved onto the next patient and so if the patient calls back, this interrupts the flow of work for the Dr. The system seems to be working. Receptionist also let the patients know about the system when they book for a phone consultation.</p>	
6.	Appointment bookings	FA asked the PG how they are finding the current system of phoning on the day for appointments bookings. 8.30- 9am slots are pre- bookable in advance either by online booking or phoning the surgery. These appointments are available 3-4 weeks ahead. On average approx 80-90 appointments are now released on the day. Very positive feedback from the PG members saying the appointment system is working well.	
7.	Patient Questionnaire 2012-2013	<p>FA distributed the 2011-2012 patient questionnaire form. Suggestions for any changes or additions to be made at the next meeting on the 17th September. It was agreed that more time is required for the Questionnaire to be in completed by patients. This time PG members will help boost the returns by talking to the patients and helping them understand why it is so important to complete the questionnaire.</p> <p>FA to email BK a copy of the questionnaire</p>	
8.	Practice Development & News	<p>New receptionist started May 2012 – J Symons Extra Nurses’ clinic now held every Tuesday morning to meet patient demand.</p> <p>The surgery has had external refurbishment done Internal decoration will start within the next few weeks. Carpets in consulting rooms to be changed to vinyl flooring for CQC requirements.</p>	
9.	AOB	<p>FY2 Doctor – The practice became an accredited teaching practice in December 2011. We welcome Dr Laura O’ Sullivan who will be joining the practice from the 2nd August 2012 on a four month rotation. She will be seeing patients, covering seven clinical sessions per week. Her trainer will be Dr Kayali.</p> <p>CQC – Care Quality Commission – FA briefly outlined what the CQC is - a Governing body to ensure essential standards of quality and safety of patients are being met. The practice will have to be compliant with certain standards in order to be successfully registered with the CQC. All practices have to be CQC registered by April 2013 after which every practice will undergo an inspection within the next 1-2 years. This will include infection control eg practice cleanliness and hygiene and ensuring patient records are recorded clearly and concisely on our</p>	

clinical system.

SCR – Summary Care Records- FA announced that the practice goes live with patient SCR's from the 14th August 2012. Only certain data will be made available to hospitals / out of hours. The 'key' data will include any acute medication, in the last 6 months; repeat medication in the last 18 months; adverse reactions to medication and allergies.

Data will only be accessible by authorized healthcare professionals and only accessible with the permission from the patient.

Handrail to be added on the LHS of the stairwell, while the lift is out of operation

DATE OF NEXT MEETING : MONDAY 17TH September at 5.30pm

