

PRG Meeting 21st May 2019

Chris opened the meeting at 5.30pm

Attendees: John Clark, Iain Geddes, Amanda Phillips, Julia Bowyer, Catherine Bradley

Meeting started at 5.35pm

Julia started by introducing herself to the group.

Julia moved on to the first agenda point CQC Report and requires improvement. Julia informed the group that she has been through the report highlighting the areas that need work and starting to put things right. Julia was pleased to inform the members that they invited the CCG back in after 8 weeks to see the work that had been done and they were really impressed. Julia touched on some of the work she has done around policies, trainings that are happening at the time online and outside training. Introduction of Intradoc as a audit tool to show that checks are being completed. Review dates have been introduced.

Julia talked about the new telephone systems that was put in February, been a vast improvement. There are more roll-outs of additional features in July. Feedback from the members was that the phone system seemed better and they commented on the reception staff now saying their names so patients know a name on the other end of the phone.

Julia touched on NHS Choices and that the feedback since March has been good and we have moved to a 4 star rating from a 2.5.

Julia informed members that we are looking at the appointments system going forward all clinical appointments and how patients could perhaps be accommodated better. There will be some changes, currently we have a trial for emergency appointment. There is no set number of appointments just to offer a reasonable amount of appointments and this wasn't mentioned by the CQC when they visited. A member asked about DNA's and the policy and Julia informed the group that if a patient misses 3 appointments in a rolling 12 months they can be removed. Text reminders are sent to the patient to inform of a missed appointment. Texts are also sent to remind patients of an appointment where a mobile number is available.

One member asked about online appointments and that at any one time there only seems to be a handful of appointments or none at all. Julia said she will look into this and feedback as to what proportion of all appointments should be online.

Julia also informed the group about improvements to the building that have been happening as we have new landlords. All the windows have been painted and in the future there may the potential for a grant to make some changes to the front of the building but this is in the very early stages. There will be a new television that will be used for calling patients in and a new self check in which has been provided by the CCG.

We moved on to the patient questionnaire that we did for the MPG group and they had a look through the feedback and overall were happy with what the patients were saying.

An item from last time was to ascertain level of access patients can have to their records online. Julia said that there are some security forms that have to be completed, see photographic evidence and the patients have to request for access. Patients can have access to their records and in 2020 regulations state they should have access to their record.

Julia talked about the book fund and the monies and how the group would like to spend the monies so far. They want us to look into the possibility of expanding the Meadowside booklet, look in to colour printing? Or maybe colour booklets accessible in reception for patients? They have bought this up as whilst they were waiting in reception they couldn't see any patient information booklets. In the new booklet they have suggested maybe a mention of the PPG in there.

Julia finished on by discussing with members about a change in meeting time and this has been agreed for a Thursday 11-12am. Also it was asked of the group if they would be interested in doing a session in Reception interact with patients in the waiting room, and perhaps some information to hand out when they are there about their role in the practice.

Meeting closed 7.00pm