**Patient Participation Group**

**Meeting**

**Monday 6th January 2014, Buttershaw Lane Surgery**

Present: MB, JD, CD, PW, KT, CH, FP ,IT, JG, JL

Apologies: RH, MK, JA

Introductions were made throughout the room as a new member was in attendance, MB.

**Minutes of last** **meeting** – Available on practice internet site.

AB wanted to discuss an item form the last minutes. Re Patient Network. FP confirmed she had discussed at Practice Managers meeting to encourage engagement. Next Network meeting is January 8th, AB, JG and MB will attend. Louise Keighley has confirmed meeting will go ahead as she has 11 patients confirmed as attending.

**Questionnaire results**

As usual the biggest issue was related to difficulties with access (also the largest area formally complained about by patients)

FP advised that the practice management team will be meeting during the next couple of weeks to agree clinical structure moving forward. This meeting will consider GPs, Nurse, HCAs etc..

We do know that one GP will be dropping 2 sessions per week and there may be changes to the anticoagulation service.

We will also be considering the implications of the new GP contract.

**Highlights**

All responders happy with obtaining information about services.

*What can we do to reduce waiting times*?? – 52% said to be stricter with Late pts, 41.8% suggested seeing pts in order of arrival NOT appt time. 21.6% Only see 1 family member, 26.1% offer different length appts (which we do with nurses)

Discussion point – GPs/surgery to consider using several ways of informing waiting room about late running to accommodate disabilities.

*How long would you be happy to wait before complaining*? – Range from 5 minutes to 2 weeks. Average time before complaining was 18 minutes.

*Things to make it easier to access appts* – employ more GPs, amend appts system. A technological solution (Skype etc) only 8 pts thought a good idea.

*Physical access to buildings* – 84.8% very easy to access, 95% easy to find way around surgery.

Discussion point – Buttershaw Lane GP rooms will be numbered as well as colour coded for those who are colour blind or have impaired vision.

*Consent to release information* – only 2 pts not happy.

*How Confidential information is handled* – 86% were satisfied or better.

*How satisfied with reception staff* – only 3 pts unhappy. This is a large improvement.

*How happy about accessing services at other sites/practices* (federated working arrangements) – 85% were happy or better.

**Vascular Clinic changes**

Diabetes has been removed from Vascular clinic as clinicians feel it is too specialised. Diabetes care will now be provided by Dr HC and Sr Carter.

Vascular clinic will continue with Heart disease, hypertension etc.

**Telephone Prescription ordering**

FP discussed the reducing of time available for patients for requesting prescriptions via telephone. It is widely recognised that most prescription mistakes occur via phone requests.

Many neighbouring practices do not have telephone ordering facility.

No appetite to remove altogether as useful for housebound, elderly and working pts.

Patients can now order via SystmOnline via the practice website.

Currently prescription ordering line open 10.30am-4.30pm. Suggestion to move to 12.00pm – 3.00pm.

DW not happy initially. Overall group happy with reasons for reducing.

**Winter Pressure Appts**

Extra appts are being offered every Saturday in January to help take pressure of A&E. These appts are in addition to the usual extended hours appts. They are only being offered at Park Road Surgery. Park Road will be open on Saturdays 09.00am – 15.00pm.

**7 Day Working**

Expressions of interest have been requested from NHS England from practices/CCGs who would be interested in piloting 7 day working. The initial pilot size has been increased with NHS England looking for pilots of around 40,000 patients.

**Shingles Vaccination Programme**

PW requested confirmation of how the programme worked.

It is a national scheme. Vaccines are paid for centrally by NHS England, £99 per vaccine. Only available to pts who are 70 or 79 years of age. The cohorts of patients are indentified by CCG reports. This group of patients are then invited for vaccination at the practice.

**AOB**

AB – asked about plans for the gritting of BL car park over winter. Confirmed as same provider as last year. Park Road responsibility of BDCT.

MB – attending meeting ‘Access to information’ on 29th January. More information to follow.

MB has been working with a group to make Choose and Book letters easier for all patient groups to understand, Large print, different languages etc.

**Date of next meeting**: Monday 7th April 2014, 6pm Park Road Surgery.