

## DUNSVILLE MEDICAL CENTRE

### Minutes of the Patient Reference Group

Held on 9 September 2014

#### **Surgery Representation**

Dr David Gibson - GP

Paulette Davies – Assistant Practice Manager

#### **Members present**

Michael Jackson - (minutes)

Lyn Wilkinson

Geoff Letten

Brian Ross

Ken Knight

Sidney England

Brian Jackson

#### **Apologies**

Fred Fielden

Dr Julia Jackson

Mark Goulden

Yvonne Goulden

#### 1. **Actions from previous meeting**

a. A list of E mail addresses from Patient Group representatives has been created and will be maintained as this was thought to be the most effective way to communicate to this group. Clearly if someone does not have access to E mail, hard copies will be made available.

b. The Surgery web site is now available with up to date information and can be found at [www.dunsvillemedical.co.uk](http://www.dunsvillemedical.co.uk). Thanks was expressed to Brian Ross for making this happen.

c. Medication review and consistency of branding for repeat drugs. Attempts have been made to seek a direction this issue can be progressed as the problem is outside of the practice service. The desired outcome is for people who have regular repeat prescriptions can be dispensed the drug in such a way that it can be easily recognised by having similar branding, physical quality and naming standards across the generic drug range to avoid confusion. It is recognised there is a drive to ensure prescribing and dispensing costs are kept to a minimum, however this still leaves patients with a potential different brand each time the 'same' drug is dispensed. This issue will continue to be pursued.

#### 2. **Bookings and appointments – revised procedure.**

PD described the revised booking procedure. More GP hours for pre-booked appointments have been made available by removing the 'book on the day' facility. This means that **all** GP appointments are available to be pre-booked up to 2 weeks in advance. The new procedure has removed the problem of 'phone blocking' as people try to ring for routine appointments on the same day.

The new procedure still allows patients to ring the surgery for immediate attention. Often this results in the patient being contacted by the Duty Doctor by phone.

The general view from representatives of the Patient Reference Group is that this phone contact and 'triage' approach works very well and welcomed the additional GP appointments being available for pre-booking.

Booking GP appointments via the internet is available for all patients, the service allows each patient to see all future appointments as well as all previous appointments. Patients who wish to use this facility are given a username and password from reception.

### 3. Changes to Doctors at Dunsville Medical Centre

PD informed the group that Dr Alla has left the practice. Doctor hours were being maintained at the practice by employing two locum Doctors, both are well known to the practice, having previously worked at Dunsville.

It was noted that the practice also has registrars and fully qualified Doctors who are in their final stages of completing their training in General Practice and although fully supervised by the GPs, they are capable of managing routine consultations.

Medical students, typically in their final years of qualifying are assigned to the practice, and are able to support the practice with simple diagnosis.

Equally a welcome bi-product of being a training practice is that new ideas, procedures and developments for treating and managing patients are adopted, ensuring the trainees are fully equipped as they develop their respective careers in medicine.

### 4. Communication to Patients from the Surgery

The Patient Reference Group noted the need for clear and targeted communication from the practice to patients using the various communication channels that already exist.

The communication channels are defined as:-

- face to face, (as patients attend the practice),
- text messaging, (as reminders for appointments),
- the Surgery web site, ([www.dunsvillemedical.co.uk](http://www.dunsvillemedical.co.uk)),
- phone contact
- time spent in the waiting room.

#### **Waiting room**

It was felt that most of the notices within the waiting room did not add value, sometimes looking untidy and in some cases diverted attention from more important notices, such as reminding patients about flu jabs.

**Action** - A request was made to the practice management to remove the community notice board to tidy the waiting area.

It was agreed that patients in the waiting room tended to look at the matrix notice board, even though the messages were fairly simple and looped every minute or so. An alternative option was to provide a monitor that could display an 'electronic' notice board that would loop through various notices.

**Action** – A request to the practice management to investigate the deployment of an 'electronic' notice board as an alternative to existing notice boards.

### **Phone contact**

It was noted that the majority of phone contact tends to be **from** patients **to** the practice, recognising and welcoming the new triage arrangements where patients are called back for urgent consultation. Therefore the idea of using the phone channel as a general communication method was not thought of as a suitable tool.

It was pointed out that a problem does exist where the phone number (particularly mobile numbers) for patients held on file may have changed. An opportunity exists to remind patients to keep their phone contact details up to date as part of a marketing campaign.

**Action** To request from the practice management how patients are encouraged to update their contact details and if this is something that needs progressing.

### **Text messaging.**

Currently patients who have registered their mobile phone details can be sent an automatically generated message reminding them of the appointment time.

This very simple message was thought to be a good idea, again reinforcing the requirement for patients to inform the practice if their mobile number changes.

### **Web Site:- [www.dunsvillemedical.co.uk](http://www.dunsvillemedical.co.uk)**

The group noted that the front page of the site contains information about the local area. An opportunity exists to update the front page to include patient information, replicating the information currently displayed on the waiting room notice boards, i.e. how to keep your contact details up to date, when the flu jab sessions are taking place, opening hours over bank holiday periods etc.

**Action** – Practice management to explore the best way to refresh the front page content on the practice web site.

## 5. **Patient Survey 2014-2015**

It was noted that GP practices are encouraged by NHS England to carry out a local survey of registered patients to identify areas of the practice that are performing well and areas that may require improvement.

A draft questionnaire was circulated to the group and, with the addition of two questions was agreed to ask patients to complete the survey by 15 November. The results will be shared with the Patient Reference Group and be included in the practices annual report.

**Action** – Include the additional question and publish the questionnaire.

## 6. **AOB**

### **Named GP**

In response to a question, Dr Gibson explained the governments initiative to have a named GP for all patients over 75 years of age. It was noted that regardless who the named GP is, patients can see any GP at the practice where they are registered.

**Patient Reference Group funds**

It was noted that there may be opportunity for the Patient Reference Group to raise funds contribute to the establishment of the electronic noticeboard for the waiting area.

**7. Date of Next Meeting**

End of November following the analysis of the questionnaire results.