

The Leys Health Centre
Patient Participation Group Meeting

27th February 2017

In attendance: M Heaps; J Moffatt; J Wells; N Shodunke; P Nowland; J Gonzalez; V Fouracre; S Renn

Apologies: T Fieldwick; I Morgan; A Ganter; F Lodge

Welcome and housekeeping:

Susan welcomed the members to the meeting

Health Information Day update:

- Michael stated that the sub-committee for the Health Information Day has been busy over the last few months talking to health organisations and groups
- It has been decided that the Barn would be a good venue and will house up to 20 stalls, the cost is £140
- At present Susan and the practice can't support the Health Information Day planned for June and it will need to be postponed to September/October
- The practice had thought it was unfair to the PPG members if they were not available to support this event. Fiona will be carry out work commitments while Susan is away
- The meeting agreed that it would be better to postpone and spend the time before September to ensure it is a successful event
- Good response from organisations interested in attending the information day, it will spring board events for the next year
- Michael and Peter will produce posters for the event
- More involvement will be required from the members as Susan does less
- Michael's contact details will be added to the practice website
- Ian, the chair, is not well at present and after treatment will be back to assist the PPG

Practice update:

Staff training:

- 3 newer receptionists have attended training to assist them in their role
- Negotiation with training company will be taking place so training will be given to others in the practice

Disabled parking:

- New A3 sign will be put up to remind people not to park in the bay unless they have a blue badge

Telephone message:

- Susan has kept the same format but made the message shorter

Disruptive patients:

- Moving the patient away from the main reception area has helped when the patient is unhappy with the service they receive from the surgery. The practice will not accept bad behaviour and there is a process in place

List closure:

- The surgery is not accepting any new patients. Two doctors will be going on maternity leave and one will be retiring and locums will be in place to cover for them. As an aside Julitha said she had gone to an open day at the Kassam for the proposed housing estate between Glenoble road and the Bladons. It is proposed to have 3,800 houses there on the green belt and there does not look like a surgery has been factored in

Patient survey/feedback:

- The Friends and Family test feedback is working well
- The meeting agreed that delaying the survey for another year would obtain better data

Jenny bought the items below to the meeting

Patients who do not attend:

- Set up board with number or percentage of appointments missed
- Name and shame/3 strikes and you're out
- Cost of each appointment and drugs etc
- When sending texts remind patient the cost etc of missing the appointment - what impact it might occur
- Cost of missing appointment is quite high
- Reminding patients about updating their contact details to ensure the surgery has current information

On-line appointments via webcam:

- Consideration for the future

Buying medication on-line:

- Risk of getting drugs online

Phone back if patients cannot get through on the telephone:

- Issue when patients have a great need to talk to a doctor and they will turn up to the surgery

Jenny and Peter said they have found from their work and community groups that a number of older people don't like the new system and giving the receptionist a brief detail of what is causing them concerned. They feel the receptionist is not medically trained and that they will not treat their medical problem in a confidential manner. Susan reinstated that all staff at the practice sign a confidentiality agreement and privacy of the patients details is paramount. Julio said it is also important how the patient communicates with the health professional/doctor. It is essential to give some brief detail regarding the health problem as it helps the doctor to prioritise the call back list

Peter said he had had some issues with Lloyds chemist across from the surgery, Susan suggested he talk to the practice manager

The meeting was asked if there were any other volunteers to help Michael, Julitha, Nicole and Jenny with the Health Information day

Michael and Peter will review the publicity for the health information day

Michael thanked the members for attending the meeting and if they have any items for the next meeting to email him

Meeting finished at 7.55 pm