

Somerford Grove Practice Patient Group Meeting



Attendees: Alex (AM), Laurian (LD), Tony (TP), Karen (KH), Vivette (VF) Jeani, Kareen (KJ),

Apologies: Dr Leo Hussain, Geraldine, Cynthia, Rebecca, Toni

Date: 11 November 2019

Chair: Kareen Jeremiah

Minutes: Jeani George

Agenda:

NOTES FROM LAST MEETING AND MATTERS ARISING:

NO	ITEM	ACTION
1	Check-In Machine	The new automated check-in machine has been installed. Patients can also book appointments using the machine. No problems reported.
2	Water Dispenser	KJ emailed current supplier but have had no response. The machine needs to be installed higher out of the reach of small children. We need to look at the area to see what would fit and how we can avoid cups of water being left around the waiting room, as this is a health & safety risk. Action: KJ will send website to TP to look into makes and models. KH suggested a water fountain which she has seen at the gym. KH will try to get the make and model of the fountain and email to the group.
3	Posters in Waiting Room	We have not yet had the opportunity to de-clutter the posters in the waiting rooms. Some posters we have to display regarding raising awareness for different conditions. We can look into getting electronic copies of posters and displaying them on the TV screen. In the meantime, with Christmas approaching, the surgery is usually a bit quieter, so will try to de-clutter the waiting room around that time.
4	Trickle Tap for the garden	No updates yet. TP will speak to NHS Properties to try and get a solution.

NEW ITEMS:

NO	ITEM	ACTION
1	A&E attendance A&E Attendance for Minor Conditions	KJ - Patients attending A&E during opening hours instead of utilising the Duty Doctor system in the practice. The practice receives an email list from the frequent attenders' team at HUH each month, with the names of the patients who frequently attend. The patients are then contacted by a clinician at SGP, in order to find ways to engage with the patients in order to reduce the

		<p>attendances, but patients are not willing to engage.</p> <p>Are there any suggestions on how we engage patients?</p> <ul style="list-style-type: none"> • KH suggested putting message on the TV screen to make patients aware what it costs the NHS when they attend A&E, as a lot of patients are not aware of this. KJ - The practice has a Duty Doctor system where patients have access to a GP during opening hours. This need to be promoted to the patients. • KH suggested an information board for patients which can be updated every month. KJ - There are services available within the community, for example, wound care. The practice encourages patients to book appointments with one of the Hub practices. Patients have reported back that the hospital told them to return for further dressing. KJ – will check if anonymised data (percentage of DNA each month) on A&E attendance can be given to PPG. • KH – we could have a rolling programme of education for patients which we can update. KJ – There are a lot of services available where patients can self-refer. We can put these on the website along with links and contacts to the services.
2	Health Management	<p>Suggested by LH (currently on sabbatical) Getting Health Professionals who specialise in different conditions to come and talk to patient groups to educate/advise on their conditions. Depending on the topic we may have to pay someone to come. The group felt that the Practice have enough specialised staff to hold these group sessions, and we do not need to pay someone else to do it.</p>
3	Awning for outside Surgery	<p>TP has a meeting with YH on 13. Nov 2019 to discuss the awning. This would provide some shelter when patients attend for the walk-in clinic before the surgery is opened.</p> <p>This was discussed in detail and the group felt that the awning would be a big expense. It was suggested that we open the surgery at 8am instead to allow patients inside and have a numbering system, based on a first come first serve basis.</p> <p>JG – This may be a problem as reception staff focus on calls from 08:00 -08:30 and having patients in the building will take away from that time, which can then create a backlog of calls. The Clinicians also take that time to prepare for their clinics.</p> <p>KJ- The number system and change in opening hours will have to be discussed with the Partners.</p>
4	Rejected electronic prescription request	<p>JG - When patients order prescriptions online, if staff cannot issue, they have to forward a request to a GP. Our system does not let us to directly forward the request, so we had to reject the request and send a new one to the GP. Recently we have found a work around so this should have stopped.</p> <p>Staff have been told to stop rejecting the requests, and to change the owner</p>

		<p>to one of our Pharmacists. AM & LD stated this is not the case, and their requests are still being rejected without a reason. JG will speak to Reception staff to find out why this is still happening, and ensure all staff are following the protocol.</p> <p>The only time a patient should get a rejected message, is if the GP has rejected it due to the request being too early, the review is overdue etc. In these cases, the patient is supposed to be contacted by reception staff to let them know that their request has been rejected and the reason why.</p>
5	New Members for Patient Group	<p>KJ – The group discussed different ways in recruiting new members to join the group.</p> <ul style="list-style-type: none"> • Have a coffee morning where PPG Reps could give out information about the group and how they can get involved • Advertise the Patient Group clearer on the website
5	EZ Nav	<p>KJ – The practice will be introducing a new way of triaging patients using EZ Nav. The reception staff will be given face-to-face practical training, supported with an online tool that navigates them through step-by-step clinically designed pathways, in order to safely triage patients appropriately. The software will be used with each patient encounter.</p> <p>When a patient calls or attends the surgery, the Receptionist will use the tool guide them to the right outcome, whether it is to book an urgent appointment, direct patient to pharmacy, or leave a message for a GP.</p> <p>This will be installed in the New Year.</p>
6	ECG Machine	<p>KJ – The practice ECG machine has stopped working. We were given a machine by another practice, but that too has stopped working.</p> <p>We would like to ask the group to use some of their funds to buy a new machine which will cost about £1200.</p> <p>Addendum: The practice has recently purchased the ECG machine via a different incentive scheme.</p> <p>TP – The group would like clarification on where the extra PPG funds come from and who controls the account. If the money is transferred, the group would like to see quarterly reports or spreadsheet on what the funds are being spent on.</p> <p>VF suggested that we give the group control of the account and the cheque book. If we need the funds, they will write us a cheque. The group would produce quarterly reports on what the funds is being used and the balance in the account.</p> <p>KJ to check info re: CEE Contract and send information to the group.</p>

Meeting dates for the year 2019/20:
April 29 th 2019, rescheduled to June 10 th 2019
August 12 th 2019 at 18:00 pm
November 11 18:00 pm
January 27 th 2020 at 18:00

Agenda for next meeting: To be done

Action Plan:

	Issues Identified	Recommendations	Action required	By Whom	Deadline	Completed
1	Patient survey – no facilities for patients to get water whilst waiting for their appointment	Install water fountain in the waiting area – to be sited out of the reach of children.	Send website link to TP	KJ	15 Nov 2019	✓
2	No outside tap to get water for the garden area	Trickle tap for garden	Follow-up with NHS PS	TP		
3	Too many posters in the waiting area	Remove some of the posters	Declutter the waiting area by removing some of the posters and reorganising the boards	KJ and PPG Rep	n/a	
4	Reduce A&E attendance at the hospital	Use electronic posters on screen in waiting area Advertise the Duty Dr System Inform patients of services that they can self refer to	Obtain electronic posters Display information on Duty Doctor system on screen Obtain list of services that patients can self-refer and put on patient screen	KJ		

Next Meeting: 28th January 2020 at 18:00