

Patient Group Meeting 6th August 2013 Minutes

Present: HD, DR, GR, MG, LD, EH, KL, JR (patients) TM, SAP, (Practice representatives)

Apologies:

Minutes of the last meeting

The minutes of 7th May's meeting was projected. The minutes had been circulated prior to the meeting inviting comments from the members. 7th May's minutes were agreed as a true record.

Matters Arising

For the benefit of the new members of the group MG explained that she had asked the Practice 12 years ago to amend the patient display to show her patient number rather than her full name. At the time the issue had been resolved by the Practice, however with the introduction of Emis Web in July 2012 this functionality had been lost. MG thanked everyone for their efforts with this, however she reported that one of the Drs was still using the 'work around' the practice had used whilst the issue was being resolved. 12th August SAP communicated to the Practice team that this issue has been resolved.

Introduction of the new members

3 new members were welcomed to the group

Care Quality Commission (CQC) www.cqc.org.uk - Regulator for health and social care since 2009. SAP gave a brief overview of the CQC organisation.

CQC will:-

- look at outcomes: a person's experience of care
- involve people who use services and listen to their voices
- use a wide range of sources of evidence, this includes what local people tell us about their services
- focus on how care is delivered
- are responsive – taking swift action to follow-up concerns
- carry out unannounced inspections

CQC:-

- publishes its inspection reports to help people make informed choices about where to access the care they or their loved one needs
- needs members of the public to feedback concerns and share experiences of care to help ensure standards are met and to help shape and improve care in future
- recognise PPGs as a valuable source of information about the quality of care provided locally
- also recognise PPGs as a valuable route through which to raise awareness of our role and services amongst a key audience – GP patients

28 regulations, 16 outcomes related to quality and safety.

Clifton Medical Centre registration number is 1-199713293 and was issued in January 2013.

Questionnaire

SAP gave an update on the progress of the action points which the group identified as a result of our questionnaire

Self check in screens – Replacement screen has been installed

Signage – some new signage has been displayed.

Patient Access – for prescription requests and appointments a new leaflet had been designed to give to new users on how to access the service

Patient Information leaflets – The nursing team P.I.L was projected. The group thought the leaflet should be amended to include the job role alongside the name of the nurse and the medical conditions should be in full and not abbreviated. Amended leaflet attached to these minutes.

New Local number - DR queried the installation of the new local number at Clifton. This was because when using 363950 to contact the Practice he felt that once he had been transferred to reception the telephone was left ringing.

SAP clarified that the reception team are unable to identify a caller user the 0844 or the local number. Both numbers put callers through to reception. The 0844 number uses a queuing system the local number does not.

At the lunchtimes we do have less team members answering the telephone and usually our highest volume of calls are first thing in the morning. We do endeavour to ensure we have a safe number of team members still available however, there may be occasions due to unexpected absences such as sick leave where there may be a disruption to our service.

We have also contacted our network provider and they have confirmed that the numbers connect to the practice in the order the call is made and so neither number takes priority over another. You may experience a message on the local number if the reception team are all busy taking other calls.

Jayex display board – SAP confirmed this is still on the list of action points she is currently working through and would be addressed for the next meeting.

Draft questionnaire was projected for this year's survey. The group agreed it was sensible to focus on the areas where the practice had sought to make an improvement.

MG thought it would be useful for patients to have access to a leaflet/information on how their personal information is used. SAP agreed to investigate.

Feedback from Rotherham Network Patient Group Meeting on 4th July (GR)

GR provided feedback on this meeting.

Michael Morgan – interim chief executive had provided the group with Rotherham hospitals recent favourable CQC inspection.

Healthwatch (formerly PALS) www.healthwatchrotherham.org.uk - Healthwatch is the new independent consumer champion created to gather and represent the views of the public. Healthwatch will play a role at both national and local level and will make sure that the views of the public and people who use services are taken into account.

Contact Healthwatch by:-

Telephone: 01709 717130

Drop in: to 33 High Street 9.30-4.30

Email: info@healthwatchrotherham.org.uk

Appointment of a secretary

Staff and patient Issues

DR mentioned the pharmacists querying at reception with long queries. The Practice had also identified this issue and will be meeting with the Pharmacy manager.

A.O.B

Next meetings:-

Tuesday 12th November 2013 at 12 o' clock

Tuesday 11th February 2014 at 12 o' clock