

MINUTES OF PATIENT PARTICIPATION MEETING ON TUESDAY 30TH SEPTEMBER 2014

Attending:- Dr. Thomas, Dr. Abidoeye, Dr. Chong, Marilyn Davis Practice Manager, Kim – Secretary, Val-Senior Receptionist

Patients:- Mr Jagdish Patel, Mrs. Ushaben Patel, Mr. Leslie Lawrence, Mrs. June Lawrence, Miss Joan Hayes, Mrs. Ann Long.

Chairing the meeting:- Dr. Janet Thomas

Outcome of Care Quality Commission's findings regarding the surgery were discussed. They gave the surgery a positive feedback with only minor improvements suggested i.e. Surgery should hold more staff practice meetings and surgery should carry out more audits.

Care Quality Commission's report can be found on line by Googling Care Quality Commission, then click on G.P. Practices, type in post code and a list of surgeries will appear, click on Nightingale House Surgery.

Patients felt that the problem of people not keeping their appointments should be addressed. They felt that a firmer position should be taken, i.e. if patient does not keep appointment three times or more they should be removed from the practice list. It was felt that patients who keep their appointments or cancel when they are unable to attend were being penalised by those who did not and they therefore had to wait longer for an appointment to see the doctor. The patient has the choice of either ringing to cancel their appointment or cancelling their appointment by the new texting system so there was really no excuse.

Mrs. Graham who was unable to attend the meeting wanted it mentioned that name badges were not being displayed properly and the practice said they would try their best that they are.

Mrs. Graham also mentioned that she said the evening staff was not always giving their name when answering the telephone. The practice will try to ensure that this is done.

Mrs. Graham had experiencing a problem with the new texting system but it was explained that the practice had only just started using this system and there were some teething problems, which hopefully have now been sorted.

Dr. Thomas explained how Care of the Elderly service works and that if there is a problem with a patient then they can contact the hospital and speak to a consultant. It can also be arranged that if any tests need to be done, that they are, if possible done on the same day.

Dr. Chong informed the meeting that there is an Acute Assessment Unit for General Medicine where the doctor can ring the hospital and speak direct to someone.

Dr. Thomas informed the meeting about the new system the Government had introduced helping to keep the most vulnerable patients avoid hospital admission. Care in the Community system has been set up.

Mrs. Long wanted to clarify the position regarding repeat prescriptions, which the doctors did.

The meeting was informed by Dr. Thomas that in the near future electronic scripts will be introduced and it will be optional if the patient wants to get their repeat prescription this way.

Dr. Abidoye asked how the patients felt about the possibility of booking their appointment on line and ordering prescriptions on line. It was felt that this was more acceptable for the younger person but older people would not want to do this.

Mrs. Long asked if it was possible for the water machine to be in the main reception area. It was explained that this was not possible due to Government health & safety policy. It was also explained that it was for this reason that the surgery was unable to have toys in the main reception area for children to play with while waiting to see the doctor.

It was decided that the next meeting would be at the end of January 2015.