

Blue Dykes Patient Participation Group

Minutes of a meeting held at Blue Dykes on Thursday 11th February 2010

1. Attendance

Chris Fletcher, John Kirby, Danny Ashley, Verity Shelton, Katie Slack, Wendy Heading, Dr John Mann, Audrey Birks, Jean Slater.

It was decided that as we had some new faces introductions would be made.

2. Apologies

Ted Keaton

3. Meeting held on 2nd July 2009

The minutes were adopted as a true record.

4. Matters arising

Jean Slater voiced her thanks for changing the telephone number. She feels it has made a huge difference, being cheaper, and this has been commented on by other patients.

a) Formulation of care plans

Mrs Shelton explained to the new members what the Care Plans are. This will be a clerical position attached to the Community Matron. The Community Matron is due to come back from maternity leave but has reduced her days to 2 from 5 (the Practice were sharing a fulltime position with the High Street Surgery) and the PCT are currently advertising for another Community Matron. The PCT are still saying they are in contact with the Practice (which they are not) and that the Practice have advised the PCT to wait until the new Community Matron is in place to advertise for the clerical position. The Practice advised that the PCT are now aware that this is not the case and wish the position to be advertised asap. There have been 3 applicants for the Community Matron position and they will work 3 days a week. The Practice have expressed their opinion that the best option is for High Street to retain the original Community Matron and Blue Dykes to have the new Matron. It was agreed that the Practice would ask Mr Keaton to write to the PCT in the hope this would expedite the advertising of the positions.

b) Appointments

A lot of the problems the Practice had been experiencing had been to do with the telephone system i.e. the 0844 number and this has been much improved with the revised telephone number. This has helped the Practice move a long way towards making the appointment experience better. One thing that the group felt the Practice were failing in is not being able to book appointments 2 weeks in advance but Mrs Shelton explained that the DNA rates had been falling and patients can still book 2 weeks in advance for Thursday evenings. The group reported that there had been positive feedback from patients although some were concerned that they had been offered same day appointments when it would have waited 2 weeks.

Mrs Shelton explained that the Practice have quite a mixture of GPs at present – Partners Dr Mann, Dr Fowler, Dr Wayman, Dr George (currently on maternity leave) and Dr Shell. Salaried GPs are Dr Kerry (also on maternity leave) and Dr Geeson. Registrar (with the Practice for 12 months) is Dr Goswami. There is also Dr Narula & Dr Aye who have been covering some of the maternity leave but are about to finish and regular locum GPs such as Dr Loveland, Dr Tabani & Dr Spence.

Mrs Shelton also explained that the Practice is looking at how demand changes through the week. There are more provisions being put into the Practice such as CBT which has been increased from 1.5 days to 4 days per week and this will hopefully free up some GP time eventually.

c) Telephone system

Mrs Shelton thanked the group for their previous comments. She commented that she was concerned that Patients have been ringing at 8am and been getting the engaged tone. If the phone is not picked up the message says “sorry, there is no-one to take your call, goodbye”. She explained that the Practice have looked at a new system and have had 3 quotes. BT is looking best – calls can be answered from any position, call waiting and queuing, headsets, new phones with recording facilities. There are more and more problems occurring over the phone and the Practice feel this would be beneficial.

The automated booking facility is not on at the moment.

It was felt the message on the phone was too long but this will come off now as the swine flu push has stopped.

The Practice feel more positive regarding the future.

d) Patient Voices

John Kirby explained that this is promoting self care for patients with long term illnesses. The National figures state that 80% of patients that come to the surgery have long term conditions and Dr Mann thought this was accurate. To set this up a meeting between the patient, GP and nurse and although this would be time consuming it could cut down on GP visits, admissions etc.

Mr Kirby reported that Shirebrook surgery had been help up as a surgery that can do everything (physio etc) under one roof.

Wendy Sunny is looking at formalising, setting up and running this service.

The Practice explained that GP & room capacity can influence what and how this is done.

5 Practice News.

Dr Wayman will start an acupuncture clinic w/c 22nd February, to be held on Tuesday lunchtime. GPs will refer patients to Dr Wayman rather than the pain clinic. This will be new patients and possibly taking over patients currently treated by the pain clinic.

The swine flu crisis of July/ Aug & Sept has almost ceased. The Practice were swamped with hysteria and had to close down services and change the appointment system. Minor operations and cryotherapy will be recommencing shortly and the Practice are looking forward to welcoming Dr George back who will deals with family planning.

The Practice try to embrace their staff and offer training. Unfortunately two member of staff who have been trained in phlebotomy are about to leave to do nurse training.

The Practice are very proud but sad to lose two valued members of staff, Paula & Stacey. They start their training on the 1st March but wish to stay in touch so you may still see them around. Mr Ashley mentioned that the internet was a good source of information regarding phlebotomy.

Mrs Shelton & Mrs Slack had been to e meeting on the 9th February where PPGs were talked about. Some of the things were getting an away day type of event organised with health care professionals. Also contacting patients with mental health or learning difficulties or patient's children doing art work and displaying it in the Practice.

6 Any other business

Dr Mann asked if anyone had any ideas how the waiting room could be improved. Jean Slater's son has always said the bricks need something doing with. There are lots of notice boards but probably just right. One member mentioned there used to be an aquarium in the old building - the Practice will look into the practicalities of this. Another member suggested looking at a sensory tube. Clay Cross junior school have a sensory room which we may be able to visit. Music was mentioned and although you need a license for this it will be looked into.

Patients have mentioned they do not like the screen around the reception desk.

Choose and Book – at the moment we book the first appointment available and send the information out in letters. The Practice are looking at doing a session with the receptionists so that patients can book a suitable appointment direct with the receptionist. It was thought that the current system was acceptable so it was decided to leave things as they are.

Mr Ashley mentioned two interesting items:- There is/ was a “making a difference” fund which is available to PPG to buy something for their Practice.

Also he had found an interesting site, “The Meaning of Careful” which is a BMA guide to the NHS.

7 Next meeting

It was agreed that the next meeting should be held at 7.30 p.m. on Thursday 4th March 2010 at the surgery