

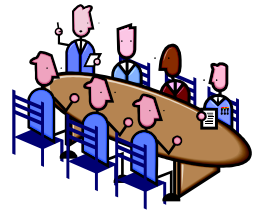
# PATIENT PARTICIPATION REFERENCE GROUP

Dr A V Lee & Partners

West Lodge Surgery, New Street, Farsley, Pudsey LS28 5DL

Glenlea Surgery, 703 Leeds & Bradford Road, Stanningley, Pudsey LS28 6PE

Calverley Surgery, Upper Carr Lane, Calverley LS28 5PL



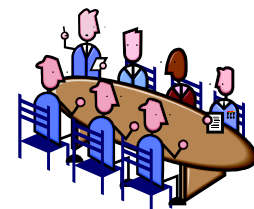
## MINUTES OF MEETING

**DATE OF MEETING:** 5<sup>TH</sup> OCTOBER 2011

**ATEENDEES:**

<b>Denise Fryer</b>	- Patient
<b>Danny Benn</b>	- Patient
<b>Ian Hobson</b>	- Patient
<b>Angela Gelder</b>	- Practice Manager
<b>Sam Lofthouse</b>	- Assistant Manager
<b>Deborah Stamper</b>	- Nurse Manager

1.	<b>Introduction to Patient Involvement</b> AG welcomed the attendees to the forum.
2.	<b>Introduction to the Patient Reference Group</b> AG explained the format of the meeting and outlined the requirements of the group: <ul style="list-style-type: none"><li>• A representation of the views of the practice population</li><li>• The group is not a forum for individual complaints or single issues</li><li>• All views are valid and will be listened to</li><li>• We will start and finish on time and stick to the agenda</li><li>• We advocate an open and honest debate</li><li>• Confidentiality will be maintained at all times</li></ul> <p>The vision of the group is to focus on:</p> <ul style="list-style-type: none"><li>• Identifying aspects of the practice that need to improve</li><li>• Identify aspects of the practice that are appreciated by patients</li><li>• Improving the quality of the service</li><li>• Improving access to the service</li><li>• Overseeing significant changes to the service</li><li>• Improving communication between patients and the practice</li></ul> <p>The practice would ideally like to hold meetings 3 times a year, however, if the group feel that this needs to increase then a timetable will be discussed and agreed.</p>
3.	<b>Topics Discussed</b> As this was the first meeting, the group covered various topics and this was both very useful to the practice and informative for all parties. The areas covered were as follows:  <b>Did Not Attend Appointments</b> DB/DF had noticed that the number of DNA's per month are displayed on the Patient Calling Board, however, was unsure of the practice protocol. AG explained if a patient fails to attend their appointments without informing the practice the practice will write to remind the patient to do so. If a patient fails to attend on three occasions throughout a 12 month period they may be removed from the practice list.  Although this information is detailed in the practice leaflet and website, it was felt that prevention would be a positive step towards reducing the number of wasted appointments. The suggestion of text messaging patients a day prior to their appointment could be an option. It was agreed to look into this facility on the clinical system and report back to the group.



It was also suggested that the practice try to ascertain the reason for missing the appointment to help identify the main causes to then try and look at possible solutions.

### **Appointment System**

DB asked for clarification on how the appointment system worked. AG explained that each session consisted of book in advance appointments (up to two weeks) and book on the day appointments with two telephone consultations at the end of each GP morning consultation session. Again the forum patients were unsure how the system operated. The group discussed the option of a walk in session or possibly a telephone triage session, as sometimes feel it is not necessary to see a GP/Nurse but a requirement to obtain advice. The clinical team are to discuss the options and report back to the group.

### **Telephone System**

DF commented that she now found it easier to contact the practice by telephone compared to a few years ago. AG explained that a new telephone system had been installed at all three sites which had increased the number of lines ringing into the surgery and staffing levels had been increased at peak times i.e. 8.00am and 12.00 noon to answer the calls in a timely manner.

### **Opening Hours**

IH enquired if the practice were considering opening later in the evening. AG explained that the practice would be required to open for an additional 9 hours per week (outside the current times 8.00am – 6.00pm) across the 3 sites as dictated to by the DoH Direct Enhanced Level Agreement. Currently this is not feasible for the practice to attain.

### **Clinics**

DS provided an explanation of the community services that were available at the practice such as Counselling, midwifery, health visitors, however these services are the responsibility of the primary Care trust and not the practice.

### **Practice Newsletter**

The group were asked if there was any information they would like to see on the next issue, the following was suggested:

- Christmas/New Year opening hours
- DNA Protocol
- Telephone Consultations option

The group discussed how best to try reach the practice population with the newsletter/Patient Reference Group etc. The suggestion of a mailshot, although would target all the practice population, would also be very costly on an ongoing basis. Another option was to email information out to patients and it was agreed to update the practice registration form with a field for an email address and a tick box consenting for **non-patient** information to be sent to a patients email account.

The practice will continue to update the practice website with the latest newsletter and patient reference group information.

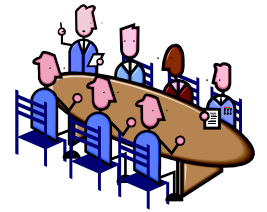
### **Air Freshners**

DF commented on the effect that the new air fresheners at West Lodge had on patients suffering with chest problems. The practice to look at an alternative to the spray freshener.

It was clear from the above discussions that the practice could improve their systems for informing patients about practice policies and procedures in relation to patient services.

## **4. Evaluation of Meeting**

The group felt the meeting had gone well and covered a number of aspects. It is hoped that we can attract more participants to the group. AG asked if the patients would prefer to hold the meeting at



another time during the day, but the group felt that the time was fine and would enable people who work to also attend if interested.

The next meeting is to be held on Tuesday 6.12.2011 at West Lodge Surgery, 5.30pm – 6.30pm.