

TWICKENHAM PARK SURGERY
PATIENT PARTICIPATION GROUP

Meeting on Monday 9th September 2013 7.30pm

Present: (BJ), (PH) (MU), (SU) (PT) (CB), (SM)

Minutes

1. Welcome
2. Changes in the surgery – On-line services the practice has now established a service that allows users to book appointments and request prescriptions on-line. PH asked how this would be communicated to the patients. We agreed that we would add information to the practice notice boards and set up a feature on the practice website. SM gave passwords to each member of the group so they could log on and report back.
3. The automated telephone system is now functional and PH had tried the system for himself and children and found it worked well, it was agreed that patients enjoy the flexibility of booking at a time that suits them. SM to get a usage report so we can monitor how successful it is.
4. The electronic prescription service is up and running. MU described a few problems he has been having and feed-back from patients so far has been that it either worked very well or not at all. BJ explained that the system was new to us all and if we could try to utilise the system. SM handed out application forms to members.

The group referred back to the patient's comments from previous meeting. Updates are recorded in bold below:

The group looked through the 'free-text comments from the patient survey and created an action plan to address each item.

- Patients felt they waited too long to be seen at the Walk-In blood test clinic.

We used to operate on a first come first served basis for this clinic, and as it was done by the nurses patients often wanted other things done at the same time, Blood Pressure etc. this caused the nurses to run late for the next patients. We could not predict how many patients would attend each morning and this resulted in the nurses being either over worked and risked rushing, or their time was wasted with empty slots.

The group agreed that we should employ a Phlebotomist to reduce some of the pressure on nurses and reduce waiting times.

ACTION: We have now employed a Phlebotomist, her job is ONLY to do the blood tests, she is with us four mornings a week and you can pre-book appointments with her. Patients do not have to wait around and because she can only do the blood tests, her appointments have been running to time.

- Patients want to book appointments on-line.

Our current clinical software does not have a facility for on-line booking, however we have sourced and appropriate piece of software to allow this. The group decided that funding should be applied for as soon as possible with a deadline of September to think about other options.

ACTION: We have submitted an application for funding to the CCG to enable us to install this facility and we are hoping to hear back from them with a decision and approval to install in the next month.

Update 9/9/13. We have decided to proceed without funding as we have had no response from the CCG and felt it was important for the patients to start progressing this facility. SM has signed everyone up for the on-line facility log-in details will be given at the PPG meeting. Please try it and tell us what you think.

- Patients wanted a better range of magazines in the waiting room.

We rely on the kind donations of magazines and books from our patients and do our best to ensure that good quality, up to date magazines are kept in the waiting room.

Update: SM has tidied through the magazines and recycled the old/tatty ones and has asked reception to clear through them on a weekly basis. If any members have up to date magazines they wish to donate they would be gratefully received.

- Patients feel it is very difficult to get through on the telephones at 8.30 for a book on the day appointment.

Our telephone system has been discussed at length at previous PPG meetings and it was agreed that we would go ahead with the installation of the new system.

ACTION: We are in the process of installing a telephone system that offers a queuing facility as we feel this is a fairer way of getting through rather than hearing the engaged tone. This new telephone software will also enable patients to book appointments using an automated system 24 hours a day. While this is being installed we have added two more phone lines to our existing system which are answered by administration staff at busy periods and we have found this has eased congestion during the morning surgery. Our new telephone system should be up and running w/c 27th May 2013.

Update 9/9/13 The telephone system has only just been installed as we had numerous problems with it running alongside our telephones and clinical software. Please try the service and let us know what you think.

- Patients wanted to speak to a GP between 13.00 -14.00.

Tuesday to Friday we close our doors and phones are off from 13.00-14.00, this is actually to allow staff to complete essential paperwork, referrals and hospital correspondence. The Doctors also use this period to do attend home visits for patients unable to come into the surgery. We also look after a local nursing home and the Doctors usually attend during this time. Between these times if you need emergency assistance our telephone message will give you the phone number for our out of hour's service.

- Patients need to obtain their prescription on a Saturday.

We ask that you allow us 48 hours to prepare your prescription which can be collected from us Monday to Friday. If you are unable to collect during our opening hours you can send an SAE for us to return the prescription to you. We can send directly to your nominated chemist so you can collect directly from them. If you have not ordered your prescription in time and need medication over the weekend you can contact your local chemist as they are able to give an emergency supply for most medications. If you have been released from hospital with instructions to start a new medication, the hospital pharmacist should give you the first two weeks medication so you have time to contact the surgery for further issues.

- Patients wanted anti-bacterial hand rub available in the waiting room and a more hygienic light pull in the toilet.

The group agreed this was a necessary expense and agreed upon suitable areas to install these.

ACTION: We have now installed anti-bacterial hand wash in the waiting area, at the reception desk and at the check in screen. They have also been installed in the public toilets for patient use. We have replaced the light pull for a longer steel one that can be cleaned more efficiently.