

# **Aylmer Lodge and Cookley**

## **Patients' Participation Group**

### **Minutes of Meeting on 12<sup>th</sup> February 2014**

**Present;** Barbara Pugh (chair) Julia Stanfield (secretary) Di Millet (practice manager) Lisa Benton (practice administrator Cookley) Dr Irfan, Peter Bishop (Cookley) Janet Rodgers (Cookley) Elaine Botfield, Roni Solomons, Graham Howell, Jim, Lawson, Heather Fulcher, Penny Warwick (Cookley) Anne Rendell, Margaret Rogers, and Frances Peckham.

**Apologies;** John Younger (received after the meeting)

**Patient Survey** (Copies circulated prior to the meeting)

### **The National Patient Experience Report**

Dr Irfan was welcomed to the meeting and talked us through the results of both survey reports.

The results were generally pleasing and showed a gradual upward trend from the previous two years.

It was felt to be particularly helpful that every comment made on the form by patients is included in the survey report, so that Practice staff and group members see all the feedback.

It was suggested by a member, that, in order to promote ongoing feedback to the practice, any new comments be put on the Patient Call screens in the waiting areas. However it was agreed that there are existing ways of doing this which should be used, such as the Comments/Complaints process, the Suggestions Box or by logging on to NHS Choices and leaving a comment.

Di agreed to look into putting a link to NHS Choices on the Practice's website, to make this easier for patients.

Comments in the Survey about staff were generally excellent and the group offered a vote of thanks to them for achieving this.

Based on the survey results, the partners will be looking again at the appointment system. They will try and find a way of solving the problem of patients having to ring back at 8am on subsequent days, if there are no 'book on the day' appointments available.

The Doctor First system in use at Stourport was raised (where a doctor triages all requests for a consultation) but it is probably too early to judge its success. The group asked to be kept informed.

### **Aylmer Lodge Cookley Patient Survey**

**Questions 1 and 2;** The majority of patients are aware we are open from 8.00 – 6.30pm. We currently offer late appointments up to 8.35pm one evening a week at Aylmer Lodge Surgery and will endeavour to make patients more aware via posters, practice leaflet and the patient call system. Saturday morning surgeries were suggested however, when we previously offered this service these

appointments were often not fully booked. The practice will continue offering late appointments one evening a week.

**Q3;** Many patients are still not aware that they can order prescriptions online, from the Practice website. Group members valued this service highly and it was pointed out that as it improves efficiency and saves time, it benefits all patients. A query was raised by a member about electronic ordering of prescriptions, which is being trialled in the NHS. Di will keep the group informed of developments.

**Q4;** The survey showed that a lot of patients would like to book GP appointments online and this is now available for routine appointments. It is not possible to book appointments with a Nurse online, as they have different skills and specialisms. Again this will help all patients by freeing up reception staff to answer the phones etc.

### **Other**

The surgery will be involved in the 'Secret Shopper' initiative, promoted by Wyre Forest Clinical Commissioning Group (CCG.) This will provide unbiased feedback to participating practices.

The Practice is also taking part in the Health and Wellbeing Buddy Scheme and was described by a member as having 'hit the ground running' as they have referred several patients already.

One member, who had been 'floorwalking,' praised the patience and efficiency of Reception staff.

Well Person Clinics are not currently advertised but there are now many, more targeted screening programmes to check vulnerable groups for high blood pressure, cholesterol levels etc. Patients are still able to request a health check ('Health MOT') with a doctor or nurse, if they have concerns.

It was pointed out that a sign is needed for the upstairs toilet. Di will deal with this.

The introduction of the volunteer Car Park attendant is working well, being especially helpful when the barrier was broken. The Practice expressed their gratitude for this help.

Dr Irfan and Mrs Millet left the meeting at this point.

### **Matters Arising from Minutes**

None

### **Cookley Feedback**

No issues raised

### **Aylmer Lodge Feedback**

Volunteers are continuing with the Floorwalking and it is successful in reducing queues at reception. Volunteers are covering most Mondays as this is the busiest morning.

### **Decision on Affiliation to the National Association for Patient Participation (NAPP)**

The Partners have agreed to fund one year's affiliation and the group voted overwhelmingly to join. Julia will arrange this.

### **AGM on 5<sup>th</sup> March 2014**

It will take place in the Health Education Room on the first floor. The speaker from HealthWatch will need facilities for a PowerPoint presentation. Lisa will check what equipment is available.

Publicity will be arranged in local newspapers and in both surgeries by Di and Lisa. Members were reminded to invite their neighbours, relatives and friends to attend, provided they are patients here. Lisa will get some slips printed for floorwalkers to hand out to patients.

Ann kindly agreed to 'meet and greet' patients and Heather to be in charge of refreshments.

New Patient Group badges should be worn by all members, so they are easily identified.

Questions and comments will be invited from the patients, so they can participate rather than just observe.

Roni and Margaret offered their apologies for the AGM.

### **Membership and Constitution.**

The group's Constitution states that, if new members wish to join and there are no vacancies, those members who have attended for over 3 years will be asked to stand down for a year. In order to be more representative of the whole patient group, we wish to introduce new members. It was agreed that Julia would alert those members who had over 3 years' service, so they can make way for new members, if necessary. As we are very keen not to lose dedicated and active members completely, the practice and the group would be very grateful if they would continue to act as volunteers with the Floorwalking, future Surveys etc.

### **Podiatry**

The information about eligibility and referral to the Podiatry service had been circulated and was explained. Referral is by GP or nurse and after initial assessment the patient is informed of what can be offered, based on need.

The meeting closed at 8.40

Date of the next meeting is the AGM on Wednesday 5<sup>th</sup> March at 6.30