

Rother House Medical Centre Patient group meeting
Tuesday 25th February 2014 18.30
Minutes

Apologies: Jan Spencer, Mike Morrison, Sally Bee & Alan Marks

Present: Tom Ganner, Elizabeth Dixon, Shelagh Williams, Linda Pollock, Annette Smith, Elizabeth Cole, Tony Jefferson, Peter Toozer, Cristina Ramos, Tim Crook, Hilary Hunt, Lucy Blunt, Katharine King & Sam Khan

Minutes of previous meeting were read through by Tom Ganner – Minutes agreed

There were no **matters arising** not covered in the agenda

**Update from clinical commissioning group patient group representative –
Linda Pollock & Elizabeth Dixon -**

- Linda reported that Richard Grimes gave a presentation at the meeting that she did not understand. She reported that there were too many items on the agenda and there was not enough time to discuss points. Points/questions raised at the meeting went unheard and it was not clear what these points were even when they were answered.
- Tom Ganner stated that he will be attending the CCG 5 year Strategy meeting soon and that he would give feedback re the feelings of the recent meeting.

AGM

- The following posts were re-elected
 - Chair – Tom Ganner
 - Secretary – Jan Spencer
 - Patient Rep. & deputy for CCG PPG – Elizabeth Dixon and Linda Pollock
- Linda Pollock suggested that it would be a good idea to have a "young people" section on the website. Tom Ganner to look at this.

Phlebotomy update

Good news! Contract is starting in April. Nurses and HCA's have now been trained. Appointments will go live in April with a booked appointment system with time slots. Phlebotomy will be carried out in a nurses room and will be held at both Rother House and Branch surgeries.

It has been a long fight to get this up and running. Blood tests will be for Rother House patients only and will be designed for Rother House initiated test only. Consultant requested blood tests will still need to be taken at the Hospital Phlebotomy department.

Results of annual practice survey

A summary of the Annual Patient Survey 2013-2014 was handed out to all those present and this year included a year on year comparison and included the following questions

- Do you feel that you understand the practice appointment system?
- Are you generally happy with the system for making an appointment to see a nurse or a doctor?
- Has the online booking system worked for you?
- Are you happy with the clinical care you receive from GP's?
- Are you happy with the clinical care you receive from the nurses?
- Are you generally happy with the practices opening times?
- Do you find the staff at the practice helpful?
- Are you aware of the branch surgery at the Rosebird Centre?
- If you are disabled do you feel that the practice provides adequate facilities and support?

Comments had been made by patients completing the survey and Tom Ganner invited everyone to take the summary away to look in detail at the comments. Overall there had been improvements in a lot of the areas and some of the comments were predictable.

At the end of the survey patients were invited to comment on the changes they would like to see at Rother House and to give any general comments. After looking through these Tom Ganner had summarised with several themes to take forward for the year:

1. To get the Phlebotomy service fully implemented
2. To migrate to a different appointment & online booking system to allow increased booking functionality
3. To improve telephone access

A discussion then took place regarding NHS Choices survey that had shown Rother House falling below expected levels of performance regarding the single question "would you recommend the practice to others". The consensus of opinion was that we were not happy with this result and it was suggested that we need to prompt patients to go onto the NHS Choices website if they are happy with Rother House Medical Centre as often only those dissatisfied with the service are those that complete the survey.

Tom Ganner then went on to discuss the themes for the coming year in detail.

- Phlebotomy had already been discussed
- The new appointment system is going to be a big admin job. Changing from one system to another will mean that the 4000 online patients will have to be re-registered manually which means it will take a while for online bookings to catch up with the new system. An advantage of the new system will be to speed up the computers at Rosebird. The new system will also allow for

online booking of a named doctor at either site. Tony Jefferson pointed out that we should make patients aware of the benefits of the new system as the disruption will cause concern. The changeover of the appointment system is planned for June/July

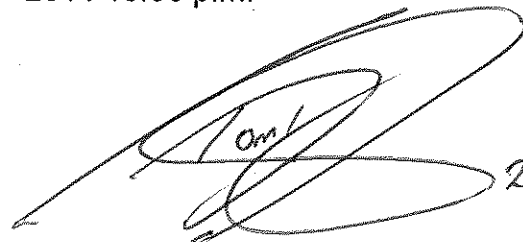
- Telephone access – a new Reception apprentice has been employed and once trained, she will be answering phones every morning which will improve the telephone access.

Any other business

- Elizabeth Dixon asked if DNAR instructions are being added to patient notes and Dr Ramos confirmed that this was the case.
- Linda Pollock asked about EPAC which is not up and running yet. This is a system for managing end of life patient information. This is still being worked up but implementation has been slow due to various difficulties.
- Tom Ganner commented that another project for the future is for texting patients with confirmation of their appointments, but that can also be used for prompting patients regarding checks etc. This cannot happen until the appointment system has been migrated as currently the texting system will not fully implement with the appointment system in use.
- Elizabeth Dixon enquired if RHMC has many deaf people as she is aware that a texting system can be used to enable deaf patients to book appointments and contact the surgery. This was not identified as a big problem area at present but would obviously be useful in the future.
- Care Data – Tom Ganner is seeing the local MP to discuss this – he reported that patients do not trust the system and there have been a lot of patients opting out. The practice has been getting better information from the BBC on this issue rather than NHS communications. This was unacceptable.
- Cristina Ramos mentioned Research. RHMC is looking at areas to benefit patient groups – specifically respiratory and chronic diseases. From time to time patients may be contacted to ask if they want to be involved in various studies. There is always an option to “opt out”. It is good to have clinical evidence gathered from research.
- Tim Crook announced to the meeting that two new partners have been appointed – Dr Zoe Bee and Dr Emma Cope (currently on maternity leave) – this will take the number of partners to eight.

The meeting closed at 7.30 p.m.

Date for the next meeting: Wednesday May 28th 2014 18.30 p.m.



28/5/14