

PATIENT PARTICIPATION GROUP MEETING

10TH DECEMBER 2014

Present: James Telford
Gerard Hand
Dawn White - Practice Manager
Dr A.O. Syed

We thanked the patients for coming today and for getting involved in the Patient Participation Group.

Renovation of Surgery

Mr. Telford said patients were delighted with the surgery being renovated. It gives the surgery a modern feel and a positive feel and it is also better for patients as it appears more open as previously reception counter was higher and often inaccessible for patients especially kids and wheelchairs. We asked if there was there anything else we can do in terms of renovation. Dr.Syed did mention that we were expecting one patient who is in a wheelchair but he was unable to attend. Mr. Telford studied the outside of the practice and thinks that it appears to have good wheelchair access.

Practice leaflet and website

We showed the patients our reviewed leaflet and they read its contents and they were satisfied that it outlined many of the services and they said it was very useful and they did not suggest any changes to the leaflet and felt it was ok for this to now be published. I mentioned that we now have a website. Advantage of the website being that information could be changed easily and presented during the course of the year and be an access for documents such as this.

Out of hours

We asked if there were any issues that patients have that need to be addressed. Mr. Telford said that often he does not know what to do after normal hours (after 6.30pm). When we discussed this it became clear also from Mr. Hand that was not aware of the fact that we are open 8-6.30 every day and no closure in the day at all. He read the leaflet and was pleased that the information on the practice leaflet is clear with regard to this. I will look at the website also to ensure out of hours services visibly clear. Mr Telford also added

that the 111 service has confused him and this was explained also. Therefore we decided at the meeting it would be useful to make up a poster making our opening times clear and also mentioning the 111 number and the out of hours number directly also. Mr Telford mentioned that the first port of call out of hours would be a walk in centre as he knew that this had a physical presence. We were surprised at how unclear patients are as to what to do out of hours and there the poster will be a matter of priority.

Practice mobile

Other points during open discussion was our appointments system and there was a consensus that appointments were easily accessible. Dawn White explained our recent capacity and demand audit demonstrated that demand was being met. We discussed the possibility of more use of a mobile phone number for patients to access us who are within high priority groups. Dawn queried whether the practice mobile phone number for patients who are at risk of being admitted to have this extended to less risks patient also. Dawn confirmed that practice mobile was under-used. Mr. Hand was worried that it may be abused if it was widely advertised and it should be reserved for high risk patients only for now.

Reception staff

Dawn White asked what the views were on staff members patients felt that staff were pleasant, helpful and approachable.

Repeat prescriptions

Discussions about repeat prescribing and Mr. Telford has used the local supermarket chemist who process his repeat prescription via the practice but he found the system unreliable and disjointed and finds that the usual system is better and effective as almost every time he has given his prescription it has been ready 24 hours later and always well within the 48 hour window the practice asks for. Paperless prescribing was mentioned which is a direct communication between the pharmacy and the practice which involves no piece of paper being handed by practice to pharmacy. We confirmed that this service is currently not available and Mr Telford was concerned for this also as he was worried if he was in a different part of the country how he would go to a separate chemist for medication if there was a direct contact with only one pharmacy and the practice. Dr. Syed advised these are issues that we would ironed before such a system starts and also assured him that we would not have this system in place until we were certain it was a safe and effective system

Accident and Emergency and Young Families

We asked Mr Hand who has three children of a young age how we can address the high casualty attendance in the region to University Hospital Aintree and Alder Hey. He made the point that these two hospitals were very close to the surgery and that there are no walk in centres this side of Liverpool. Dr. Syed mentioned that it is important that the

practice helps reduce inappropriate A&E attendances to support our colleagues in the hospitals and often it's better and quicker to see us as we ourselves have actively been working on this for some time now and are actually seeing improving in this now against the national trend. But to maintain this we will be looking for Patient Participation Group and patients with young families (such as Mr. Hand) to give us ideas. We explained to the PPG that we believe that casualty attendance for this year has considerable improvement because we have an open access system for families who frequently use A&E attendance. Mr Hand has taken his children to casualty in the past but said he has only done so when there has been no other option and said it is very difficult with young children to be seen out of hours when they are very ill and often feels no recourse but to go to A&E in order to make sure that the child is ok. From our point of view it was interesting to hear this and to have the views of young families in the neighbourhood and help us address the problem. Dr.Syed explained that there has been some work done on profiling the patients attending AE via the neighbourhood "Insight" study which was presented us and our colleagues from neighbouring practices. It showed that the commonest AE attendance was with young families and since then we have tried to fit in young children the same day and we will continue to support these families with quick easy access such as any child under the age of 5 years be seen on the same day. Mr. Hand who are young children said this is a good thing and we should continue to support young families.

We thanked everyone present for attending the meeting for their time and individual valuable feedback on services provided with the aim of improving our services. At the next meeting it is the aim to see if any more patients have shown any interest with more advertising of the PPG and have patients from varying background present.