



Patients' Voices – The Garden City Practice Meeting 31 – Wednesday 7th November 2018

In attendance: Dr Rimmer, Sarah Ellingworth, Natalie Cox, Tony Baird, Colin Leeson, Michael Beckett, Paula Lawrence, Cliff Wilson, Rob Frost, Marie-Annick Leigh, Martin Norman, Janet Gibson, Roz Shults

18.62 Welcome and membership

SE welcomed all to the meeting.

18.63 Minutes of meeting 5th September 2018

The minutes were approved and signed.

18.64 Matters arising

Both matters arising as actions were covered on the agenda.

18.65 Declarations of Interest

None.

18.66 Premises update

SE reported that the Practice is aiming to move to the Parkway clinic in April 2019. It is currently contingent on leases being signed and some remedial work being carried out at the new premises which will hopefully start in December. The Guessens Road property has been put on the market. Notices continue to be placed in the Practice newsletter, on flyers and on the waiting room screens updated with information when appropriate. All patients will receive a letter or SMS text when the date is finalised and the move details are in place.

18.67 Flu clinics 2018 report

NC reported that 3 clinics had taken place at Guessens Road and Knightsfield. All 3 had gone well and the take-up response had been higher than in previous years suggesting that more patients had received their vaccination at the Practice rather than at local pharmacies. All those on waiting lists have now been contacted following the delivery of a new stock of vaccine. CL reported that the flu clinics are, on a non-clinical basis, a good opportunity to meet patients and continue engagement. The recruitment of more people to the virtual group was significant following the clinics.

18.68 Report back on PCG

(a) CL reported that he and TB had attended the recent meeting of the PCG. CL gave a synopsis of the PCG's remit to the committee and circulated the last agenda for discussion. In particular another Patient group had, at the PCG meeting, discussed ways in which groups communicate with the patient body. TB noted that Patients' Voices have a particularly good relationship with the clinical team and Practice staff which is supportive of ways to communicate with patients, using, for example, social media and the virtual group.

(b) In relation to item (a) CL raised the question of what communication strategy there is with patients and whether the group should have a specific plan on what items are for discussion and what messages the Practice would like us to convey to patients. Similarly, CW raised the

point that the group should also be open for comments/messages coming in to the Practice from patients thus promoting 2-way messaging but with a need to respect confidentiality. A wider discussion was had on whether this could form part of the group's focus for 2019 when the move to the new clinic has taken place. SE commented that it is hoped a self-help health corner would be possible in the new premises which Patients' Voices could focus on and help to promote to patients thus ensuring continued dialogue between the Practice/patients/Patients' Voices.

18.69 Friends & Family feedback/complaint audit

SE circulated a report of the Friends and Family survey which is compiled from data from SMS messages sent post-appointment. The data relates to October 2018 and the vast majority, ~95% would recommend the Practice to friends and family. A breakdown of anonymised comments was also available. It had transpired that of the 13 patients who had given negative feedback 8 gave text comments and 5 out of the 8 actually had favourable comments and had rated incorrectly. All negative comments are considered by the Practice. No negative trend had been observed.

SE discussed the Complaint Audit which is a compulsory audit and fed back to NHS England. There had been no recent clinical complaints and the level of overall complaints has dropped. A brief discussion ensued regarding appointments. The Practice works hard to ensure that emergency appointments are kept free every day and to make the best use of available clinical time. It was noted that extended access is also a viable alternative. The appointment procedure is constantly reviewed.

18.70 AGM draft agenda

JG discussed the draft AGM agenda, items for focus for 2019 and the location for the AGM which will be confirmed at the January meeting.

18.71 Volunteer Celebration Event

The group was enthusiastic about the event which is to be held by the CCG for all those involved in Patient Engagement groups. Several members indicated that they would be attending.

18.72 Dates of future meetings

The dates were all agreed as:

Wednesday 9 January 2019
Wednesday 6 February 2019 (AGM)
Wednesday 10 April 2019
Wednesday 12 June 2019
Wednesday 7 August 2019
Wednesday 9 October 2019
Wednesday 8 January 2020
Wednesday 5 February 2020 (AGM)

18.73 Any other business

With the imminent move to Parkway clinic a substantial discussion was held on how the group might best be able to provide support to the Practice.

JG suggested that a 'dummy patient evening' was held with the aim of the group members holding a false clinic to discuss issues such as seating arrangements, signage and to highlight any possible areas for further consideration in the layout of the clinic.

PL suggested that when the clinic opens some group members attend during the first few days to help with directions and welcoming patients.

The Practice thanked the committee for their offers of help and plans will be made over the course of the next few meetings.

MN discussed the issue of the Electronic Prescribing Service. Patients are encouraged to ring the Practice if prescriptions that are sent electronically to pharmacies have not been received. The Practice has a tracking audit system and is able to track all prescriptions in the system. Patients should call the Practice as soon as possible if prescriptions have not been received at the pharmacy.

There is currently a national campaign being launched, 'Open the Bag', to prevent unnecessary prescription items being dispensed on repeat prescriptions which have multiple items on. In order to prevent wasted medications patients, where possible, will be asked to check their prescription bag at the pharmacy to ensure that only necessary items have been included and to hand back unwanted items.

18.74 Dates of next meetings

Wednesday 9 January 2019

Wednesday 6 February 2019 (AGM)

ACTIONS

- Members to consider how communication/self-help health issues can be addressed
- Location for AGM to be confirmed