

Minutes of the Patient Participation Group Wednesday 22nd January 2013

Members both new and old were welcomed. Flyers had been handed out at baby clinic and at family planning to try and encourage some younger people to join the group. From the response it would seem that the best way of recruiting is still by clinicians individually asking patients to attend.

Progress has not been made to date with the Facebook page or twitter account. It was felt necessary to take advice from other practices that use these methods in order to avoid the potential pitfalls.

The questionnaire agreed by the group has been given to patients and the results are being analysed for further discussion and the drawing up of new actions and the next annual PPG report.

Education plan Update

There was a discussion about the immunisation and vaccination campaign and the current alcohol and domestic violence campaign and the forth coming healthy eating and exercise campaign.

Progress with issues raised by patients

Telephone contact – a poster has been put on the door regarding the problems with telephones and the lines and asking people to report the problems so that Atech can look into them but they need dates and times. The possibility of having more lines was discussed. This would also mean extra staff to answer them.

Same day v pre-bookable appointments following feedback from patients the proportion of same day over pre-bookable appointments has increased for a trial period.

Electronic prescribing – the practice is continuing with the current system via the website until later in the year when the practice hopes to start both appointments and prescriptions via system One.

The time lapse on the automatic check in – patient feedback that the screen does not clear quickly enough – It are looking into changing the delay time (unfortunately the practice can nit do this themselves

Internet appointments- This has been delayed due to having the new computer system and needing time for everyone to become familiar with all the new clinical system but will be coming in 2013 along with electronic prescribing.

Feedback on services Any Qualified provider – podiatry

The members of the group looked at the new leaflets for AQP podiatry and Liz explained about services which are provided by any qualified provider. Some of he group had experience of the services from different providers. Some felt that it was a very good ideas and others that it was confusing.

Q&A

Summary care records the group asked about when the summary care records would go on the national spine for those patients who have not opted out. Over 400 patients in the practice have opted not to have their basic record on the spine. The record will include information about any

medicines you take, allergies you suffer from and any bad reactions to drugs you have experienced. And the records for FMC will be uploaded in the middle of March.

What is happening with the treatment centre? – It was reported that the results of the tender process would be known in February.

111 - Has anyone used it? A few of the group had used it and found it useful. Others felt that there were simply too many options available. The entire group had seen the new posters throughout Nottingham including outside ED encouraging people to use the right service for their problem.

Continuity of care – there was a discussion about whether it was better to see just one GP or whether it was good to sometimes see one of the GP registrars to have a new view on things and how much easier it is to get an appointment with one of the visiting GPs. There were many different views on this issue. The computer record means that all the notes are available to whichever GP a patient sees.

Patient survey

It was reported that the results had been analysed. Discussions and actions agreed by the group are described in detail in the report the final agreed form to be posted on the website , emailed to the PRG and available in hard copy in the waiting area.

