

Minutes of Bethesda Patient Reference Group Meeting

15 January 2014

Held at Darwin Court

Apologies: 1 member

Present: 11 members, Sue Clarke, Rachael Cousins.

Welcome New Member

Rachael welcomed a new member to the group, xxxx

Patient Questionnaire 2013

Rachael went through the results of the Patient Questionnaire which all the members agreed was a lot more user friendly than the previous years.

1. *How do you rate the way you are treated by the Receptionists at the surgery?*-The highest response was good
2. *How do you rate the hours that the surgery is open for appointments?*
The biggest response was good.
3. *Thinking about when you want to see your usual doctor:*
 - a) *How quickly do you usually get to see that doctor?* - The highest response was same day. It was discussed by the group as to whether more appointments should be made available on the automated system in advance but this would need to be looked at to ensure there would be enough appointments available to be booked on the day. **Action:** Rachael /Sue
 - b) *How do you rate this?* – Highest response was satisfactory .The group said that a lot of elderly patients felt that the only way they felt they could get an appointment on the day was to come to surgery to book in person at the Reception desk .The group felt that this is because not all patients are aware of the other ways of booking appointments. Sue said that the Reception team do make patients aware but it would be worth promoting these options again. **Action:** Rachael/Sue
4. *Thinking of times when you have phoned the practice ,how do you rate the following:*
 - a) *Ability to get through on the phone?*-The highest response was poor. The group discussed as to whether the wording of this question should be changed to 'Ability to through to the practice on the phone the last time you called' .Rachael said that she would

find out how they manage the phone systems in other surgeries to see if we can improve ours. **Action** : Rachael/Sue

- b) *Ability to make an appointment to speak to a Dr on the phone?*
The highest response was satisfactory .Again it was mentioned that perhaps the wording needs to be reviewed on this question.
- 5.*Thinking of times you are willing to see any Dr:*
a) *How quickly do you usually get seen?* -The highest response was same day
b) *How do you rate this?*-The highest response good
6. *If you need to see a Dr urgently, can you normally get seen the same day?* -The highest response was yes which the group agreed was very positive.
7. *If you have had a telephone consultation with a Dr how do you rate this system?* -The highest response was "This system suits my need "The group agreed that this system has its place for professionals and some patients but that the elderly patients prefer face to face consultations.
8. *How long do you usually have to wait at the surgery for the appointment to begin?* -The highest response was 6-10 minutes was the group agreed was acceptable .It was asked if Dr Roux could move his timer away from view of the patient as it was off putting to the patient as they feel they have to rush the consultation. **Action**: Rachael/Sue
b) *How do you rate this?* -The highest response was satisfactory.
9. *Thinking about repeat prescriptions, how do you rate the following*
a) *The ease of ordering prescriptions* -The highest response was good. The group agreed that being able to order prescriptions on line was extremely useful and a very good system.
b) *Availability of completed prescriptions within 48 hours of receipt?*
The highest response was good and the group agreed this was a big improvement on previous years.
- 10.*I am confident that my Dr will keep information about me confidential and is honest and trustworthy.* The overwhelming response to this was yes.
- 11.*I am confident about me Dr's ability to provide care* -The overwhelming response to this was yes.
- 12.*I am happy to see my Dr again.*-The overwhelming response to this was yes.

If you are seeing a Dr today please describe the reason -The highest response to this question was 'because of an on- going problem'

The general questions at the end asking patients if they were aware of the automated telephone system, online booking of appointments and prescription request, the surgery website and text reminders for appointments all had a high rate of patients saying yes they were aware of these options.

AOB

xxx raised the fact that when he was doing the Patient Questionnaire patients had said they did not like the wording ' Long Term Conditions' being on the call board when patients were called for their appointments. Rachael explained that Dr Rogers had been seeing patients for the other GPs that had on going- conditions such as Asthma and it was difficult to word it to encompass all the conditions. Dr Rogers has now left the surgery and the clinics have now finished.

xxx mentioned that 3 people became stuck in the disabled toilet in West Wing. Rachael said that this toilet has two locks on it one for staff to be able to lock the door and one for patients to lock when toilet in use. If the patients lock both from the inside then it can become confusing and cause them to think they have been locked in. **Action:** Rachael to look at whether one lock could be removed.

xxx also mentioned that patients had commented that the text on the Plasma screen is sometimes too small and it goes too quickly .Rachael said that following a request from the PWG at a previous meeting there is a binder outside Reception containing copies of the slides for patients to look at but she would have a look at what is on the screen to see if there are any out of date ones or ones that could have larger text. **Action:** Sue to update the folder on a monthly basis

xxx said he was not happy with the Diabetes service at the surgery with regards to patients that have complications. He said that we do not have a Diabetes Specialist Nurse and the nurses although trained in diabetes do not have specialist knowledge and patients have to be referred to secondary care which is already stretched. xxx has spoken to the CCG regarding this issue and they are looking into having a team of Specialist Diabetic Nurses from the hospital go round to surgeries to assist them with patients that have complications as there is no money in the budget at present to be able to train Practice nurses to a higher level .Rachael highlighted that the surgery has 3 nurses and 1 GP that all have the Diabetes diploma and have also undertaken the Insulin Conversion Course and this training is in line with all surgeries.

xxx also mentioned that in the previous minutes it said that he and xxx had met with Kirsty from Gluco-nexus but the minutes did not say that he was unhappy with the new meter and he had now reverted back to the old meter. The minutes did not reflect this as xxx was not present at the last meeting to give his feedback. xxx said that she now has a smaller meter and is happy with it

Rachael informed the group that the surgery would be having The Electronic Prescription Service implemented in February. This will mean that once a prescription has been issued it will be sent electronically to

the Dr who will sign it and send electronically to a Pharmacy of the patients' choice.

The patient can then collect as usual from the Pharmacy and will be issued with a token which is a list of their repeat medication so that they can request the next month's medication from the surgery as normal. Patients on Repeat Dispensing and Controlled Drugs will not be able to use this system and will continue using the current system.

Rachael said that Dominic Carter CCG Lay Member has asked if the group would like him to come back again to another meeting. The group said that it would be useful to have a CCG update and either Allan Stibbs or Dominic Carter would be welcome. **Action:** Rachael to speak to Allan. xxx said that the CCG website had recently been improved.

xxx said that there was due to be an Advanced Care Planning Meeting on 13th February and on February 14th there is a Public CCG meeting which will include forward planning for Diabetes. Also on Monday 27th January there is a Diabetes UK Thanet Meeting which will be attended by the South East President Richard Lane to reignite the Thanet branch.

Rachael asked if xxx could send her website details for Diabetes UK Thanet and any other relevant Diabetes websites we could arrange for them to be added to the Bethesda Website. **Action:** xxx to send Rachael details. **Post meeting note** –xxx emailed Rachael with the details

The next Meeting date was set for Wednesday 9 April at 10.30am at Darwin Court. **Action:** xxxx to book the room.

Mission Statement

“Good Communication “