

Patient Working Group Meeting

Attendees: Rachael, Sue, Shannon, Zara, Michele, Jade and 8 members of the Working Group.

Discussion:

1. Sign off minutes from previous meeting – all members were happy with the minutes from the previous meeting.
2. Staff update – Leanne Earl has joined the team at Bethesda. Leanne is a Paramedic Practitioner who has been employed to support patients who are in End of Life Care.
3. Michele – Social Prescribing Link Worker – Michele introduced herself to the group as a PCN Social Prescribing Link worker, who is based at Bethesda. Michele can offer 1-1 support to patients who are having social difficulties such as housing, work, isolation and loneliness. Michele has contacts of other networks within the community that she can signpost patients to. Referrals come to Michele predominantly via GPs, reception team and admin team. She can only help people from 18 years old and although she tends to mainly have referrals for under 65 year olds, there is no cut of age that Michele is able to help. Michele works alongside the Frailty team and can be contacted on their telephone number.
4. XXX – Website – XXX pointed out some errors within the website that should be corrected. Shannon has made a note of these and will have them rectified.
5. XXX – Telephone Message – XXX felt that the new message on the telephone system regarding abusive language was not appropriate and is more likely to antagonise its audience rather than diffuse frustration while waiting in the queue. It was discussed that it is an NHS Campaign to raise awareness about the abuse that NHS staff are subject to. The message on the telephone system is on the recording for this awareness. It was discussed and agreed that the message will stay, but rather than play multiple times while patients are on hold, the message will only be played once during the wait time on the telephone. A member of the Working group asked “can patients be removed for bad behaviour or abusive language?” Rachael confirmed that patients can be removed for those reasons. They will normally receive a warning before being removed. Only In extreme circumstances do patients receive an immediate removal from the patient list. Receptionists are allowed to hang up on a call if the caller is asked to stop, but continue swearing, name calling or being rudely inappropriate.
6. XXX – Reception team decision making – Jade, the Head receptionist, explained that the receptionists cannot make any clinical decisions for a patient. They can only act upon the information given to them and triage them according the instructions within the appointment system. The New Problems clinic is for new and acute problems that have come on within 2 weeks that can be dealt with by Nurse and Paramedic practitioners. The Huddle is for the ongoing problems that need a discussion with a GP and these are booked in advance. If there is a medical emergency, the staff member who has answered the call can ask the On Call GP for advice. Receptionists cannot and do not make any decisions about patients care.
7. XXX – Drinks machine in reception – XXX requested a hot drinks machine in the waiting area and suggested that it could be a good benefit for patients in reception. Rachael explained

that there was once a water machine in reception for patients but this was removed because some patients were leaving the cups around the waiting area, children would play with the machine and some adults were misusing it. It is now located behind the reception desk where patients can ask for a drink of water. A hot drinks machine unfortunately will not be suitable for the waiting room for the reasons above.

8. XXX – Change of GP requests – Rachael explained that a request to change GP should be asked for in writing. From here, it will be actioned by the registrations department where they will write to the patient and confirm the change has been actioned. There has been a high number of requests from patients for a female GP but unfortunately we have not been able to action each request because of the lack of availability on the Female GPs patient list.
9. XXX – SAGA Update – It was confirmed that The Vaccination Centre will move from the SAGA building to the Curry's building in Westwood cross, by this weekend. Saturday will be the first day at the new Vaccination Centre and it is expected to stay up and running for the next 3 months for patients who are 5 years and over, who need either a first, second or booster vaccine.

AOB

XXX asked Shannon to bring to the meeting that the PWG have been invited to a Patient Network Meeting by the NHS Engagement Team. XXX and XXX confirmed that this is the regular meeting they attend on behalf of Bethesda's PWG.

XXX asked the group if anyone had any dealings or experience with the UTC department at the Hospital. She has been asked to gather any feedback to relay back to Katy Blissett who is a Patient Engagement Officer. It was suggested that if the CIC would like feedback about their services, they should arrange this.

The next meeting has been arranged for 9th March 2022 at 10am.