



Bartholomew Medical Group Patient Participation Group (PPG)

Meeting Monday 25th November 2013 – 6:00pm

Present:	Dr L Wrightson (LW) Dr A Taylor (AT) Paul Friend (PF) Helen Fox (HF) Trevor Langton (TL'ton) David Wall (DW) Roy Taylor (RT) Judy Wardrobe (JW) John Frost (JFr) Tracy Thornton (TT)	GP GP Business Manager Assis. Practice Manager (Chair) Patient Patient Patient Patient Patient Patient
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Apologies:

June Fletcher
 Eileen Dunford
 Susan Diack
 Mary Sarginson
 Malcolm Corke
 Daphne Corke
 Trudy Bradshaw

Minutes	Action	By
1. Welcome and introductions HF welcomed everyone to the meeting. There were no new representatives however patient representatives were introduced to Paul Friend, the new Business Manager.		
2. Apologies As above.		
3. Agree minutes from last meeting The minutes of the previous meeting held on the 19 th August 2013 were agreed as an accurate record.		
4. Matters arising N/A		
5. Presentation of practice finance overview PF had prepared a brief overview of where practice funding comes from and how it is spent, including information about the changes in this area that have been brought in since April this year. This was received with interest by the group. Questions were raised concerning our current list size and the other local practice having a closed list. Members were assured that our list is not closed, Montague's list is soon to reopen and that although our list size has increased we are able to operate at this capacity.		

<p>6. Patient survey</p> <p>The results from all surveys returned so far have been collated by TL. The results and comments were provided for all members to view. These had been separated into results from Old Goole and those from the Health Centre. It was noted that there were significant differences between the responses from the two sites with patients finding it easier to get through/get appointments at the branch surgery. In general the results show that patients are not satisfied with their ability to get through to the practice on the phone, particularly first thing in the morning and with getting an appointment but after that they are happy with the service that we provide. The results at this point seem to highlight much the same issues as previous surveys have done. There was discussion around current appointment provision. Possible alternatives will be proposed in section 7.</p> <p>As there have only been approximately 300 questionnaires returned so far we plan to continue the survey, aiming for 550 before the end of December. The Practice expressed thanks to those members of the PPG who had been into surgery to encourage patients to complete questionnaires and to TL for all his work in collating the results.</p>		
<p>7. Possible future initiatives</p> <p>The following initiatives were discussed as possible improvements:</p> <ul style="list-style-type: none"> • Appointments audit – the Practice plans to carry out an appointments audit with the aim of discovering if/where provision does not meet demand and if there is a pattern to demand. • Telephones – self triage – the practice may introduce a greater self triage element to the phone system offering a choice of outcome according to their needs. • Other providers e.g. pharmacies – the practice will improve the way in which it redirects patient to more appropriate providers. This will include directing patients to the pharmacies where they do not need to see a clinician but can be given treatment. • Appointment system – there are a number of other appointment systems being considered which may alleviate the current problems. The group was made aware that there will be changes in the GP contract next year and one of these is that we will not be restricted to offering ten minute appointments. This may be reflected in any changes we make. • Clinical cover – the group was informed that the practice is increasing clinical cover with the appointment of a new nurse. Clinical cover will also be reviewed in the light of the results of the appointment survey. 		
<p>8. Data sharing proposals</p> <p>The group were informed of the recent data sharing implementation (enhanced data sharing model – eDSM) and given copies of information that is available to patients on all three forms of data sharing that are now in place. This included a summary of which data is shared under which circumstance. Patients are now able to opt in or out of any or all sharing set ups. It was evident that the information available is quite confusing and considerable discussion followed.</p>		
<p>9. Any Other Business</p> <ul style="list-style-type: none"> • MC had requested that two questions were raised in his absence – <p><i>a. Now that the Minister of Health has stated in Parliament and on television that people over 75 should have a specified doctor, is the practice going to comply with this or not?</i></p> <p><i>b. If you are going to uphold the instruction from the Minister of Health, how will the patient be able to get an appointment with that doctor, as it is a problem getting an appointment with any doctor in the first place?</i></p> <p>The group was informed that we are awaiting further details regarding these</p>		

<p>suggestions but that when these have been agreed at government level, the practice will adopt a strategy to comply with any new requirements.</p> <ul style="list-style-type: none"> • DW asked if the practice has a generic email address that patients can use. It was explained that currently we don't and that although we may have one in the near future, some thought needs to be given as to how it will be maintained and monitored. • It was noted by some members that signage within the practice entrance was not very clear. PF agreed to look into improving this with particular emphasis on directing visitors to the practice reception desk or the community desk. • TL suggested that it would be useful to provide more useful contact numbers on our website. 		
<p>10. Date & Time of Next Meeting</p> <p>The date of the next meeting was set for 6pm on 20th January 2014.</p>		