

ST. PETER'S SURGERY - PATIENT REFERENCE GROUP (PRG)

MINUTES OF THE MEETING HELD ON TUESDAY 29th NOVEMBER 2016

1. ATTENDANCE

PRESENT

Mr J Emery (Chair)
Mrs A Pritchard (Minutes)
Mr W Ellens
Mrs P Etchells
Mr R Etchells
Mr M Cook
Mr J Dwyer

APOLOGIES

None

2. WELCOME & REGISTRATION

Members were welcomed to the meeting and the attendance sheet was signed on arrival. Apologies were given by JAE for the cancellation of the original meeting planned for 8th November. Mr M Cook was introduced as our newest member and welcomed into the group. No apologies had been received from group members.

3. MINUTES OF THE LAST MEETING

The minutes of 12.7.16 were approved. JAE reminded the members that all previous minutes are available for viewing on the Practice Website: www.stpeterssurgery.com

3.1 MATTERS ARISING

EPS Update - AJP gave a quick overview of how the processing of electronic prescriptions were going – relations improving with pharmacies (especially next door); queries are reducing and not having to reject as many requests from Pharmacy.

Flu vac – Pharmacy Administration - JAE responded to the question WE raised with regards to the impact it would have upon the Surgery for flu jabs administered by pharmacies and supermarkets.

3.2 ACTIONS

Access to Online Records - JAE thanked WE for his contribution in completing the draft survey questionnaire and associated documents.

4. ACTION PLAN 2016-17 - Progress Review

Reception & Telephone Access – Practice is still striving to answer 90% of calls within 90 seconds. Small improvements had been made over the Summer period but the retirement of a receptionist meant the Practice had to deal with recruitment issues. JAE was pleased to report that a replacement receptionist has been recruited and is progressing well through her training.

JAE highlighted the difficulties when trying to answer calls quickly and efficiently, patients complain that staff are 'abrupt' and the patients feel 'rushed'. However, JAE confirmed that the Practice would be continuing its drive to improve telephone answering.

We are still encouraging all patients to use the **self-check in facility**, to prevent queues at the Reception Desk. Unfortunately, the usage figures appear to have gone down this quarter to 55% from 65% – this needs improving. AJP will monitor.

We are still promoting the use of our **online services** for ordering of repeat medications, booking appointments etc. Figures have however dropped slightly from Qtr 1.

The **prescription drop-off box** is now being used by all patients/ pharmacies. Requests are no longer received at the Reception Desk.

Appointment Access and Waiting Times - DNA's continue to be a problem.

WE asked how many appointments were released each day. AJP agreed to provide figures for the next meeting – percentage of same day appointments and percentage of routinely available appointments.

PE commented that recently she had requested a telephone appointment but, as none were available she was offered a consultation appointment. Could this not have been converted to a telephone appointment? JAE commented that Receptionists have to and do, operate to Protocols and are not able to convert appointments. Practice is to look at feasibility of converting consultation slots into telephone appointments.

Friends & Family Test – The FFT is on-going (although it may be that patients don't want to complete any more as we only had 1 returned back last month). The latest statistics were discussed and JAE confirmed that 90% of patients were positive about the surgeries services and performance.

Complaints & Suggestions - All complaints are responded to on an individual basis. The complaints are broken down into categories, reviewed and discussed on an annual basis. This is something the practice has to report upon. The vast majority had been received via the practice website. The anonymised summary details were shared with the members present.

JAE highlighted the fact that we had received positive comments from CQC regarding our complaints handling and policy – the fact that we are open and honest about them and can demonstrate that we are trying to improve as a result of valid complaints.

Some of the suggestions we received were: 'hold back appointments for the same day' which we already do; 'Sanitiser for the self-check in screen' - which is already there and 'waiting times to improve' – which we are aware of and continually trying to improve.

7. PRG RECRUITMENT AND DEVELOPMENT

Walsall wide PPLG (patient participation liaison group)

JAE shared with the group, the Agenda and T.O.R. (terms of reference) for the next meeting to be held on Tuesday 13th December. PE asked if there were any comments from the practice for her to present - suggested items: 'Why don't they pay for the practice to use the texting facility?', 'more pressure on hospitals to send us letters electronically'.

8. GP PATIENT EXPECTATION & EXPERIENCE SURVEY

JAE handed around a finalised version of the questionnaire for the Patient Expectation and Experience Survey, which has been completed and tested by WE. It was agreed that this was the survey that was going to be used - patients would be questioned on their expectations of service standards in addition to their experience of services at St. Peter's Surgery and would these be realistic standards?

9. GMS CONTRACT CHANGES 2016/2017

JAE gave further details on some of the changes to the General Medical Services (GMS) contract for 2016/17, as follows:

- Online Patient Services & Access – *A number of aims laid out - 80% of Electronic Prescriptions & 80% Electronic Referrals; SCR (summary care record) – currently waiting for software improvements; 10% of patients to be using at least 1 or more of the online services.*

The continued drive to provide on line access and provide information on line is unlikely to stop and will prove to be a problem for elderly patients who do not have the skills to use on-line services.

10. ANY OTHER BUSINESS

None

11. AGENDA FOR NEXT MEETING

- Review Action Plan 2016/17
- Practice Patient Survey Results
- Develop Action Plan 2017/18
- PRG Recruitment and Development
- Changes to the GMS Contract 2016/17 & 2017/18
- CCG issues for 'pushing'

12. DATE OF NEXT MEETING

Tuesday 7th March 2017, from 7:00pm until 8:00pm