

Downing Street Group Practice

PATIENT LIAISON GROUP

Tuesday 24th February 2009
18:15-19:30

MINUTES

- **Present:** Ian MacDonald, Madge Green, Phil Green, Tony Lennard, Cathryn Trezise, Christine McIntosh, Kate Russell, John Steed, Gary Beard.
- **Apologies** - Ali Stanhope, Sue Haworth-Edwards
- **Minutes/Matters arising**
Ian MacDonald suggested that a review of the previous minutes was not necessary as all items had been carried forward to the new agenda.
- **Patient Survey - Results to discuss/review**
Gary gave a brief synopsis of the results of this year's Patient Survey. An overview of the results for the previous 3 years was distributed around the members to review and comment on.

Gary suggested that the initial opinion of the Practice was as follows:

- The percentile rankings were all above average and of a generally high standard.
- The trend in previous years had been upwards although this year the administration questions results had dipped. The clinical questions remained good.
- The actual scores had reduced minimally although there was a greater decrease in the percentile rank.
- It was felt that the overall reduction is largely a reflection upon the concerns over the 0844 telephone number and current problems being experienced with the telephone system.
- The surgery had recruited a number of new receptionists over the recent year, and whilst they were all excellent, they may take a little longer to deal with individual calls. This could also be reflected in the results.

Members of the group again praised the telephone queuing system, saying that their experiences had been good and they preferred to know where they were in the queue rather than receiving the engaged tone.

The suggestion of a 'comments box' at reception was raised by Kate Russell who advised that it had been very useful in the past and pointed out that the really useful part of the survey for her was the comments at the bottom of the questionnaires. Gary commented that a comments box/book can often show a trend if something is beginning to become a problem, before it becomes a complaint. Ian pointed out that often patients may not wish to speak openly to the Doctor about a concern, but may be more willing to drop a comment in the box. Madge commented that the survey carried out by the PLG was very well received and provided interesting comments. Consideration will be given to this.

ACTION GB KR CMC

Gary advised that the surgery will look closely at the telephone problems, and planned to take up certain issues with the telephone provider.

ACTION GB

Gary advised that an important part of the surgery was to make the results available to the patients. He requested the help of Phil with this through the production of the next news letter. Christine suggested purchasing a new dispenser for the newsletter and apologised for the disappearance of the previous one. It was felt that a new dispenser would solve this problem.

ACTION CMC

- **Patient Partner - Update**

Gary advised that the telephone company had confirmed that BETA testing began at the end of January, and that the automated booking system should be operational by the end of March. Tony felt that this was rather optimistic of the company and raised concerns over the quality of the product if this timescale was reached.

Gary advised that the DoH were holding a public consultation on the use of NHS numbers in the NHS. The results would be published at the end of March and the opinion of the surgery was that no action should be taken with this until the results were published as an alternative option may arise. The group agreed.

There were discussions surrounding the complexity of the contract and the Practices ability to get out of it. Tony felt that whilst we may be able to withdraw from the contract, there should at least be some financial reimbursement.

It was felt generally that the situation should be reviewed again in April, although the technical faults with the telephone system would be flagged up as a priority with the provider. **ACTION GB**

- **PBC Update**

Gary advised that things were a little quiet on this front as the latest meeting was cancelled due to the snow.

The PBC website is now up and running. There were problems surrounding the beds at Farnham Hospital with regards to clerking in/out out of hours. The board were discussing this with the OOH provider. The Lay Board member had been appointed although the PBC member dealing with this was on leave and therefore no further information was available at this time.

- **Fundraising - Collection box/baby changing station**

Ian advised that the couch had been purchased as part of the alterations and that consideration should be given to providing a baby changing unit for the disabled toilet. Cathryn advised that new mother/babies attended regularly for immunisations and that it would very useful for them. It was agreed that this should proceed and the surgery staff would investigate the options/costs. **ACTION CMC CAT KR**

Kate fed back to the group the Partners feeling was that a fundraising collection box would be well received. It needed to be a fixture, and Ian suggested that it should be clear to see money inside. This will be discussed with 'Bob the Builder' when he next visits. **ACTION CMC GB**

- **AOB**
- **Patient Information Systems**

The benefit of a system with rolling and up to date information for the patients was discussed. Tony felt that a managed system with a different view of topics sounded the best idea. Madge thought this was a marvellous idea and Ian suggested that we could advertise ways to encourage patients to take an interest in their health. Gary pointed out the cost of this may be prohibitive and Kate pointed out that the problems of our segregated waiting areas would prove a problem. This is something that the Practice will continue to consider.

Registered Doctor

Madge asked how the Registered Doctor information should be given now that the surgery is a Group Practice. Kate and John advised that it was acceptable to use a named doctor and that from an administration point of view it was better.

Lifeline Screening

Madge asked what the Doctor's view of this was. Kate and John advised that recently there seemed to be more and more of this being offered. Serious consideration should be given before taking part, particularly due to the costs involved.

Website

Tony raised concerns over the website and particularly the front page appearing out of date. Gary advised that he was in negotiation with the provider at this time and did not wish to incur too much additional expense. It was agreed that a general update would be carried out.

ACTION GB

Receptionists

Both Tony and Madge commented on the excellent abilities of the Receptionists. They had both monitored them in action and felt that they dealt with a high number of patients and differing demands extremely quickly and effectively.

Date of Next Meeting Tuesday 12th May @ 6-15