

Burton Latimer Medical Centre Patient Participation Group

Minutes of the Patient Participation Group meeting held on Monday 12th December at 6pm in the Conference Room, Burton Latimer Medical Centre.

This meeting was held to discuss the outcomes of the PPG Patient Survey.

Present:

Canon R Knight (Chair)	Mrs M Jerram
Mr S Thomas	Mr E Hammond
Mrs J Read	Mrs D Mawby
Mrs J Drury	Mrs J Finch
Dr A Raja	Dr C Spencer
Dr T Rose	

In attendance: Mrs D Cox (Note-taker)

1.	Apologies and Welcomes Apologies were received from: Ms H Corbett (Practice Manager), Mr F McDonald RK welcomed the doctors to the meeting and thanked CNS for being the surgery 'voice'.	Action:
2.	RK offered his thanks on behalf of the PPG and the Surgery to MJ for all her hard work on compiling and reviewing the Patient Questionnaire	Action:
3.	Clarification Report states on the 3 rd paragraph of the first page that 'this is the first survey to be carried out in the last four years'. DJC reports that surveys were carried out in March 2012, November 2012, Spetember2013 and March 2014.	Action: MJ to amend the report
4.	CNS stated that the findings of the report do reflect the picture of Primary Care countryside MJ commented that the Town Council have money in the 106 pot and is happy to do what they can to help if the funds can be used appropriately	Action:
5.	CNS suggested the best way forward was to go through the recommendations individually, all agreed.	Action:
6.	1. Telephone System DJC - made investigations as to the time other local surgeries took with their phone message: BLMC – 50 seconds Headlands – 53 seconds Weavers – 2mins 10 seconds Comment – quite surprised at this Comment – it is confusing when making a call for an appointment CNS – new phone system will give reports and we will be better able to target staff to busy periods	Action:

7.	<p>2. Appointment System</p> <p>CNS – understand the confusion and the frustration with patient being asked to call back for appointments the same day for NP. He agreed to ask fellow partners and HC to look at this to see if it can be better arranged and easier to explain to patients</p> <p>Comment – could the next edition of the newsletter be used to explain how to book appointments</p> <p>Comment – not appropriate for the Midwife to come out and call patient's by name.</p> <p>Comment – not able to book GP on electronic booking system, only NPs</p> <p>CNS – patients must get used to the idea of seeing a NP first who will always consult the duty GP if needed. They work as a Duty Team.</p> <p>Comment – communication to patients on how to use a GP appointment vs a NP appointment</p> <p>Comment – patient will always see a nurse first if they go to Corby Urgent Care or A&E so why is surgery thought of as any different</p> <p>Comment – Nurse Practitioner is not a good title. Is there anything else that better describes their role</p> <p>Comment – the newsletter could be used to better effect to educate and inform patients of roles and responsibilities of staff</p> <p>Comment – instead of TV could we have an information screen which would be of more benefit to patients</p> <p>CNS – it is anticipated that in the near future that the upstairs rooms will be in use by GPs with one room downstairs designated as a 'Duty room'</p> <p>Comment – is it possible to book more than 3 weeks in advance</p> <p>CNS – that would be a short term fix and not have any long term benefits for appointments</p> <p>Comment – we have many DNA and this does not help.</p> <p>Comment – need to re-visit the DNA letter to be sent on behalf of PPG</p> <p>Comment – is it possible for patient's to text in to say they are not able to make an appointment as sometimes hard to get through on the phone</p>	<p>Action:</p> <ul style="list-style-type: none"> • CNS to speak to fellow GPs and HC to seek a solution to pts being asked to call back for appointments • HC to look at the name 'Nurse Practitioner' • DJC to speak with HC re newsletter • DJC to speak to HC re midwives • DJC to add DNA letter to the next agenda • DJC to check if pt texting is possible
8.	<p>3. On-line booking</p> <p>Comment – this is not widely known about and could be another item to be added to the newsletter</p>	<p>Action:</p> <ul style="list-style-type: none"> • DJC to speak to HC re newsletter
9.	<p>4. Abuse</p> <p>Comment – the posters currently on display are felt to be intimidating and offensive by PPG members</p> <p>DJC – asked for members to come up with other suggestions to be put to HC at the next PPG meeting</p>	<p>Action:</p> <ul style="list-style-type: none"> • DJC to add posters to the next agenda
10.	<p>5. Receptionists</p> <p>Comment – staff need to have a more positive attitude not just say 'it's what I have been told to say'</p> <p>Comment – don't seem to have much patience with the patients</p> <p>Comment – the 'bad' ones need training</p> <p>Comment – there are some lovely receptionists who work and try very hard</p> <p>Comment – would it help if staff swapped roles more as 5 hours sounds a long time to be on the phone / reception</p>	<p>Action:</p> <ul style="list-style-type: none"> • CNS to speak to HC re suggestions box

	<p>CNS – we are able to use the CCTV and will now be able to monitor the phone responses</p> <p>CNS – we need to improve the ‘patient journey’. Will talk to HC regarding a suggestions box for patients to use for constructive comments</p>	
11.	<p>6. Nurse Practitioners</p> <p>Comment – they do a good job</p> <p>Comment – can the newsletter be used to ‘advertise’ what they can cover and qualifications etc. to give patients confidence in their abilities</p>	<p>Action:</p> <ul style="list-style-type: none"> DJC to speak to HC re NP roles to be added to the next newsletter
12.	<p>7. Other</p> <p>MJ – would like thanks to patients to be put into next newsletter with results of survey</p> <p>CNS – a date for the next survey needs to be agreed at the next PPG meeting</p> <p>Comment – more than happy to come along to speak to patients with the next survey as it is good meet them</p>	<p>Action:</p> <ul style="list-style-type: none"> DJC to speak to HC re newsletter DJC to add next survey date to the next agenda
13.	<p>Any other business</p> <p>CNS – it has been good to listen to ideas and will take back to colleagues for discussion, thank you</p> <p>TR – It’s good to use the PPG as a conduit back and to the patients</p> <p>Comment we should look at the use of Social Media to positively publicise the surgery</p> <p>Comment – thanks again to MJ for all her hard work</p> <p>It is noted that due to technical problems there may be some additional recommendations to the Summary Report. MJ will bring these to the next PPG meeting</p>	<p>Action:</p> <ul style="list-style-type: none"> MJ to bring any additional recommendations to the next PPG meeting
14.	<p>Date and Time of Next Meeting</p> <p>The next meeting will be on Monday 16th January at 6pm in the Conference Room, Burton Latimer Medical Centre</p>	<p>Action:</p>

There being no further business the meeting closed at 7.45pm

Signed _____ (Chair) Date _____