

HADDENHAM PATIENT PARTICIPATION GROUP MEETING 27 JUNE 2013

Welcome.

Dr Howcutt welcomed the group and introduced Dr Kaye Smith, Dr Mark Olavesen and Practice Manager Ellen Solley.

Election of the posts of Chair and Vice-Chair.

The candidates for the posts were invited to speak to the group in alphabetical order, David Lindsey, Barry Lynch and Keith Milmer all presented. Votes cast at the meeting would be counted with the e-mail votes received from members who were unable to attend and the results would be notified on Friday 28 Jun 13.

Presentation.

A presentation was given by Dr Howcutt and Ellen Solley on what has been happening at the Medical centre since the last meeting.

Ellen Solley updated the on what had been happening since the last meeting.

- **Feedback received from patients.** The feedback both positive and negative was appreciated as it highlighted areas that had been improved whilst also making us aware of areas for improvement. There had been several positive comments on NHS Choices.
- **Charity events.** Some staff and family members had taken part in the Race for Life; raising over £300.
- **Appointments .** A Practice meeting had been held with all staff to discuss appointments and how we can improve access. As a result two extra GP appointments each morning for each GP were available for booking a week in advance.
- **New Services.** There are two new services due to become available. A cognitive behaviour therapy project to assist patients with long term conditions is due to start at the end of July for 12 months offering therapists one day a week. In addition Healthy Minds would operate from the Medical centre on a Wednesday morning. The aim is to provide more services accessible to patients.
- **Text messages.** Technology advances including text messaging services to remind patients of appointments have also been started. Initially this will involve appointment reminders however the plan is to expand to allow cancellation by text, plus would allow target groups to be contacted.
- **Choose and Book** – this is a referral system that allows patients more control over when they could book hospital appointments once the GP has referred them. The referral would be discussed in surgery with options given to the

patient about the hospitals offering the treatment required. A selection of hospitals would be chosen, the patient is given a print out with details of their Unique Booking Reference Number – UBRN plus a password. The patient is required to ring the central booking point who will advise on appointment waiting times at the selected hospitals thus allowing the patient to choose a time and location convenient to them. If the patient needs to cancel the appointment; this can be done through the central booking point. This system allows the patient more control over their hospital appointments.

- **Telephone system.** BT have not been very helpful and it is only when they were advised the complaint would be escalated to senior management that some results appeared. They are providing details of additional lines plus a telephone queuing system. One fault which meant that when the surgery rang a patient the old surgery number would appear was first highlighted to them in Aug 12. This has now been rectified.
- **Patient survey.** A repeat survey is planned for the summer, hopefully working with the PPG to implement this.
- **Future plans.** The proposed plans of a nursery next to the Medical centre were discussed. It was highlighted this was in the early stages and it was being raised so that the PPG were aware. The landlord will listen to the views of the Medical centre before any final decision is made.

Questions from patients

Question:- Could there be greater access to talking therapies for patients with mental illness?

Answer:- Details of the project for providing CBT for patients with long term conditions were provided plus news that Healthy Minds would now be holding a clinic at the Medical centre on a weekly basis.

Question:- Problems highlighted regarding 111 and Out of Hours care, would the GPs consider operating a co-operative to provide the service?

Answer:- A wide ranging discussion was held and the proposal would not be dismissed out of hand by the GPs as previously, AYDDOC (Aylesbury and District Doctors On Call, the local GP cooperative) was very successful. However many GPs would not do out of hours work as the working day is much busier as is the out of hours demand. If the GPs covered out of hours then they would be less available during the day. The issue of regulations that an out of hour's service had to provide would not make it a feasible option for practices. It was acknowledged that there is currently a lot of political debate about the subject and we would need to see where that led.

Announcement.

Dr Howcutt made an announcement to the group about Dr Karen West. He advised that Dr West is now off on long term sick for 6 – 9 months as she has recently been diagnosed with breast cancer. The Medical centre is currently looking for a locum.

Working patients

An open discussion followed regarding appointments for working patients.

Appointments during extended hours were originally intended by the Government to be for working patients. Previous patient surveys had shown most demand for Saturday mornings which are very popular with patients although the majority of patients seen are retired patients.

It was suggested that if Saturday appointments were highlighted to patients that they were for working patients then it would police itself as patients who were not working would know not to take a Saturday appointment.

The Medical Centre is keen to ensure access to working patients outside of their work commitments. It was acknowledged that if someone was ill they could be seen on the day but for more routine appointments, working patients may need to plan around working hours.

It was suggested that the Medical Centre consider opening one evening per week until 2030 hrs. An alternative was an early morning and late evening. In order to offer later appointments this would mean fewer appointments in the morning as the same number of GPs would be spread more thinly, plus staff would need to be employed to cover such as nurses and receptionists.

It was highlighted that a parent or carer may prefer the Saturday appointments to enable them to bring a child or a cared for relative.

Any other business

It was suggested that training was offered/given to patients on the online facilities. This is possibly something the PPG could do.

Information in the waiting area is not obvious. – The location of the leaflets will be reviewed.

There was concern on the overuse of mobile technology as not everyone uses it. – The use of the technology is in addition to services provided not a replacement and whilst useful the Medical centre realise it is important to strike the right balance.

Information on particular conditions. – There is a facility on EMIS the new computer system to provide information leaflets for patients which has been used and the feedback from patients is they felt this was useful.

The telephone is still causing issues, patients held in the queue for long periods during busy times. – BT have been advised of this issue and are providing options to help solve it.

It was questioned why the Out of Hours service was busier. – It is felt that the change in culture promoted the demand; however the NHS is not funded to meet that demand.

Jun 13.