

MANOR MEDICAL PRACTICE

Patient Participation Group

Meeting on 1st June 2016, 1.30pm, at Gurlington Health Centre

Present: Ann Najib, David Sugden, Jamshad Sehgal, Rafiq Sehgal, Sheila Raistrick, Alison Richards, Brenda Clarkson, Karen Renicor, Rev Bailey, Dr Shahid Ali, Dr Adeela Khan, Graham Symonds & Caroline Davison.

Meeting minutes discussed: - Actions required

Mission statement to be sent out with meeting minutes for ppg to make suggestions for a new statement.

PPG welcomed the new Practice Manager Caroline Davison and group the introduced themselves.

Telephone system:

The practice has been having difficulty with the telephone system.

Patients are reporting being on hold 30- 40 minutes and then the call cut off.

Dr Ali apologised unreservedly for all the problems patients are having with the telephones.

Graham is organising a meeting with the account manager at the company to discuss all these issues and the contract. We believe the reasons why we are having these issues are due to covering two sites.

We are having a new piece of equipment a call logger so we can audit calls that are coming into the practice.

Changes to on-call system:-

From May we have implemented a new appointment system. We have a GP who is on call all day they triage all calls from patients who request to be seen on the same day. All other appointments are pre-booked.

This system gives patients a better choice of pre-booked appointments. Patients can book appointments on-line also. The appointments are released at various times and days ensuring we have a few appointments each day even over the weekend.

The practice is trying to promote on-line for appointments booking and prescription ordering. We have also introduced early morning and late evening surgeries for our

extended hours. We are submitting this as part of our access plan which Caroline will email to the Chair when completed.

Patients so far seem to like the system we may have to make some changes during the winter period depending on patient demand.

Alison is emailing the practice some notices that have been produced at National level to promote on-line access.

PPG – Would like to be more proactive, - helping out at the practice informing patients of processes. – To bring to next meeting for further discussion ideas etc.

Staff issues - Talking in reception area and patient names can be heard. Communication staff not being informed of changes.

Communication is always challenging but we have realised that we need to improve communication within the practice and this is now being addressed at practice learning time.

Prescription signing delays - We have made changes in the way we process prescriptions the GP on call signs all prescriptions for the day.

PPG would like name badges. Caroline will look into this.

Dr Ali mentioned Well North:- Working in a different way our surgery was to be involved in the pilot. This meeting was cancelled. They are looking at restarting Well North under a different structure working with patients in a different way all the community working with local business the whole community having a richer experience. Dr Ali will keep us informed when the project has restarted.

How can the ppg help the practice? Direction of ppg?

Help out at Education events and supporting annual flu clinics. For further discussion at next meeting.

The next meeting is on Wednesday 3rd August 1pm at Gurlington Health Centre.