

Patient Group Meeting Notes

26th July 2017

Present:

Helen Sutton – Practice Manager
Sandra Cook – Reception Manager
Peter Holwell (B)
Elizabeth Kirkwood (B)
Janet Skellon (LR)
Wendy Harris (CHS)
Daphne Wood (CHS)
Peter Wood (CHS)
Lindsey Couperthwaite (CHS)
John Bourn (CHS)
Jennifer Ridley (CHS)

Apologies:

Dr Mark Jones - GP
Emma Ray – Executive Manager
Michael Stewart – Chairman
William Pettit
Peggy Pryer (B)
Caroline Candy – Reception Team Leader

Notes:

Bill Hampshire has left the group as he has moved out of the area.

Welcome and Overview

It was excellent to welcome 6 new members of the patient group meeting representing Cossington House Surgery to the meeting.

Minutes of previous meeting / Matters arising

No changes were made to the minutes.

Peter asked about the telephone system and in particular the ability to have a queueing system. Helen explained that we are still using 2 different systems and this has not been merged since the practice merger. The Practice has now employed a NEW IT & Data Quality Manager who starts in August and this will fall under her remit, as well as being responsible for Data Quality, Information Governance, Patient IT Access, and future IT developments.

Jennifer enquired if the GPs see all the correspondence that come into the practice. I explained about the drive nationally to use Data Quality Administrators whose job it is to look at all the correspondence and ensure that relevant data is coded on the patients clinical record and that only correspondence with an action required by the doctor, including medication changes would be passed on to the doctor. All correspondence is scanned on and attached to the medical record.

National Patient Survey Results

The results for Canterbury Medical Practice/Cossington House Surgery/Another local surgery were distributed to the group. The results were excellent and a great achievement. Helen expressed that these were great results given that we have had a difficult year merging the 4 practices.

Update from the CCG PPG

William kindly submitted a report prior to the meeting as he wasn't going to be here and this was discussed. Helen gave an explanation on Encompass and the CHOC (Community Hub Operating Centre) to the new members of the group. This led to a discussion about the 2 new buildings planned.

Changes to the Structure of Reception Team

Now that we are a much larger organisation we have re-looked at the configuration of our teams and as such have made some changes. With regards to the Reception team, we now have Receptionists, Senior receptionists, Reception Team Leaders and a Reception Manager. This is working well, and Sandra – Reception Manager has done a great job developing this. This means that not only are our teams much more structured but there is opportunity for career progression making a more attractive practice to come and work for.

Update on appointment system and accessing appointments

Helen explained to the group the reasons for the adjustments and the described the new system, 'on the day' appointments mixed with 'pre-bookable appointments' mixed with telephone consultation slots. Once these have been filled for the day and a patient still wants an appointment that day, then a telephone call from the doctor will be offered and slotted in to his clinic. We discussed the difficulties in recruitment, doctor's workload and the increasing pressure on general practice.

Extended Hours

Helen informed the group of the current project to look at extended hours including Saturdays that the Practice are currently working on together with the other CHOC members (New Dover Road and University Medical Centre) Which will mean that we can potentially offer Saturday clinics and further extended hours for our patients.

GP Appraisals and patient feedback

Peter asked how the doctors pick their patients for patient feedback when they are doing revalidation. Helen had spoken to Mark prior to the meeting and patients were chosen randomly in the weeks leading up to their revalidation.

Feedback from Patient Representatives

We went round the room to see if anyone had any issues and comments that they wanted to raise at this meeting.

Peter raised the question of the whether it was possible to include on the day appointments on the patient access system, Sandra thought it was and will look into it.

There was very positive feedback from the Cossington House representatives, they said they felt lucky to be part of the practice, I said I would pass on their comments.

Date and time of next meeting

The next meeting will be held on Wednesday 22nd November 2017 at 6:30pm at Bridge Health Centre

