

MINUTES OF PATIENT FORUM
HELD
MONDAY 5th March 2018

Present:

Miss Y Tolliday	Ms D Mackman
Ms B Lee	Mr J Glaves
Mrs P Kilner	Ms J Parker
Mrs M Constable	Mr H Constable
Ms A Kennedy	

Apologies, Mrs C Hodkin, Mr R Webb, Mrs J Longstone-Hull, Mrs L Randell,
Mrs G Siddons, Assistant Manager/Pharmacy Technician - Chair,
Mr H Constable (Chair)
Lindsey Taylor (Reception Team Leader)
Suzanne Wheat (Reception Team Leader)

Agenda items	Notes
Welcome	Howard welcomed everyone to the meeting and thanked everyone for attending.
Minutes of last meeting	These were passed by the forum. The forum also wanted to highlight that any abbreviations or terms used in future minutes were explained.
Reception	The group had asked for a whole meeting to be dedicated to issues and problems with reception. Below is a summary of the issues raised.
Reception not being able to say who is calling when phoning patients.	<p>The issue raised was that when the practice phones the patient and it is not the patient they wish to speak to who answers the phone.</p> <p>The forum felt this was frustrating as everyone is wary of cold-callers and advised not to give out information.</p> <p>Reception explained that if the person who answers the phone is not who they wish to speak to then they are not allowed to say who they are unless the practice has permission from the patient to talk to their representative. Reception explained that this is frustrating for them too but the practice has to abide by patient confidentiality. The patient themselves may not want their partner/ parent to know they have contacted the practice and what it concerned. This applied to anyone over 16 years old.</p> <p>A way round this is for every patient who wishes to share their medical records with another person to write to the practice explaining this and who they are happy to share this information with. This information is put onto the patient record and allows the practice to say who they are and to discuss any medical issues.</p>
Telephone message	<p>The forum appreciated the new telephone message but still felt they waited a long time for the phones to be answered.</p> <p>The practice has 11 lines coming into the practice which are answered by 4 receptionists.</p>

	<p>The forum had previously discussed this issue and the practice had explored putting a number of the people waiting in the queue on the system. This is too expensive at the present time. Patients do, however, get an engaged tone when all 11 lines are in use.</p>
Appointment release times	<p>The forum wanted to know if the appointments were released at the same time in the practice as they were online.</p> <p>This is the case. It was noted that online access to appointments at 8am was probably faster than the phone lines.</p> <p>To get online access, a patient needs to bring ID into reception to get a username and password</p>
First Contact appointments	<p>Whenever there are appointments with the first contact practitioners, the reception team will ask questions to see if an appointment with a first contact practitioner is suitable. When all these appointments have gone then no questions are asked.</p>
Appointment with a particular GP	<p>If a patient wants an appointment with a particular GP then the wait for an appointment may be longer.</p> <p>If a GP wanted to follow up a patient, they will give a patient a slip for them to take to reception. This allows the receptionist to book the appointment.</p>
Asthma reviews	<p>If a patient is stable with their asthma, they may be offered a telephone review with a nurse.</p>
Nurse Message Book	<p>If a patient has a question that a nurse may be able to help with, they can be put on the nurse message book. This book is reviewed regularly between patients by the nursing team.</p> <p>It may be a nurse that phones the patient or the nurse may pass a message to reception for them to phone the patient back. This may take one to two working days.</p>
Urgent requests	<p>If a patient requires help urgently and the reception team can't help or all appointments have gone then the practice has an on-call GP available.</p> <p>This GP deals with requests for help/ advice from hospitals, District Nurses, carers, nursing homes and all other clinicians at the same time as monitoring visit requests and urgent requests from patients.</p> <p>Urgent prescription requests are added to a list that we call the acute list. This is a list for prescription requests and medication queries. Any request added to this list takes two working days for the practice to process before being sent to the pharmacy.</p> <p>If it is appropriate to offer that a patient is added to the on-call list then the reception team will require as much information as possible to enable the GP to prioritise their calls. It may not be a GP that calls a patient back. They may pass a message to the reception team for them to contact. It may also be that the on-call GP may ask the reception team to offer the patient an appointment at the satellite unit. The latest appointment at the satellite is 9.30pm.</p>

3 day in advance bookable appointments	<p>The forum asked if some 3 day in advanced bookable appointments could be made available for later in the morning or earlier in the afternoon leaving some pre-bookable appointments at the start and finish of each day for patients who worked.</p> <p>The practice agreed to look at this.</p> <p>Post meeting note.</p> <p>The partners have agreed this change.</p>
Bank Holidays	<p>On weeks where there is a bank holiday there are no pre-bookable appointments. This is due to the demand over a bank holiday weekend.</p>
Did not attend appointments	<p>The forum asked if this was still a problem and if patients were still continuing to not attend for appointments.</p> <p>Reception team reported this was a problem and very frustrating for them too.</p> <p>Patients are encouraged to cancel any appointment they cannot attend.</p> <p>Patients can cancel an appointment at any time by choosing option 2 when ringing the practice. This service is available even when the practice is closed.</p>
Appointments for patients with carers	<p>Appointments can be released for patients who need carers or relatives to bring them to the practice.</p>
Reception area update	<p>Gill informed the forum that as part of the refurbishment of the practice, there would be 2 reception areas. Both would have full screens on the desk to protect the team.</p> <p>This was not a decision that had been taken lightly but one that the practice feels is necessary.</p>
Practice population	<p>The forum asked if the practice population was changing and was this as a result of the housing policy in the area.</p> <p>Howard and Gill explained that the housing policy was not to leave a property empty and that if no bids were made for a property it would go to someone with housing needs.</p> <p>This did mean that the practice was seeing an increase in vulnerable patients with complex needs.</p> <p>A forum member asked the other members to be careful of language and terminology used when describing patients.</p>
Help for the practice teams	<p>The reception team leaders were asked if there was anything patients could do that would help in their day. The reception team replied</p> <ul style="list-style-type: none"> • Patients to keep their details up to date especially the phone numbers. This is really useful when the practice wants to call patients back. • To give consent to relatives as discussed earlier in the meeting. Reception agreed to look at adding this to the registration forms

	<ul style="list-style-type: none"> • Patients to be considerate of others. This was meant each other by being polite to each other and cancelling appointments as well as being polite to reception team and appreciating that the reception are doing all they can to help. • By not asking for prescription requests over the telephone.
Prescriptions	There were lots of issues raised about prescriptions. It was agreed to invite all the pharmacies to the next forum meeting to discuss any issues.
Thank you	The forum thanked the reception team for all their hard work and patience with the patients. It was noted this was much appreciated.
Summary	This was a really positive meeting with understanding gained from both the forum and the practice team.
Date of next meeting	Monday 21 st May at 6pm This meeting will be about prescriptions. All pharmacies have been invited