

MINUTES OF PATIENT FORUM
HELD
TUESDAY 18th February 2014

Present:

Mrs J Parker	Mr R Webb
Mr. R Chisoholm	Ms P McCartney
Mr. P Flaherty	Ms A Fearn
Mrs S Mathers	Mrs Elizabeth Hearn
Mr. J Hearn	Ms B Lee
Mrs L Bottomley	Mr J Glaves
Mr H Constable	Mrs P Kilner
Mrs C Hodkin	A Williams
S Masuka	Mr R Flewitt
Dr P McGinty	Gill Siddons (Assistant Manager)

Apologies Ms G Randell, Mrs M Littlewood, Miss J Wilkinson

Mrs G Siddons, Assistant Manager/Pharmacy Technician - Chair

Agenda items	Notes	Action
Welcome	Gill welcomed everyone to the meeting and thanked everyone for attending.	
Review and update of the last meeting minutes	<p>Text messages. It was also suggested we could send a text message to patients' home number. This can be done if patients let reception team know that they don't have a mobile number and wish for messages to be sent to their home phone number.</p> <p>Gill thanked Lorraine for taking the minutes from the last meeting. Lorraine agreed to take the minutes again for this meeting.</p> <p>The group had agreed that patients should be charged for travel vaccinations. Gill explained that this was still in progress and that the practice would be starting to charge for vaccinations. The group suggested that a leaflet or sheet be made available indicating about travel vaccinations and charges and how to get appointments to discuss travel requirements.</p> <p>Gill thanked the group for approving practice participation in the waste project with Huddersfield university. Only a small sample of waste was analysed mainly from one pharmacy. This was approximately £1500 from a few items only. The reasons for returns were changes of medication at hospitals, ordering issues and patients clearing out cupboards. The project would now be taken forward with a view to expanding the research and hopefully setting up a nationwide scheme.</p>	Travel leaflet to be produced and put on website and in newsletter when it is available.
Meetings	It was discussed at the last meeting that Gill was to be available 5pm to 6pm before the meeting for any patient who wished to discuss individual issues that may become a patient forum	

	<p>agenda item in the future. This was trialled at the start of this meeting. There was no uptake for this. Gill agreed to try it one more time for the next meeting.</p>	
Disabled Access	<p>The disabled access to the building was pointed out. All forum members understood the disabled facilities in the practice.</p>	
Care Homes	<p>Care homes are always invited to the forum meetings. Gill welcomed representatives from The Fields to this meeting.</p>	
Research	<p>Dr P McGinty explained about the research projects the practice is involved with. The practice is involved in research projects which have been approved by relevant committees and will benefit the care of patients. Last year we were involved in a large research project about managing coughs .All patients involved in these studies give specific consent.</p>	
Sharing of patient records	<p>The group discussed the meaning of sharing their medical records especially with all the information in the press and leaflets that have been posted to patients.</p> <p>A form allowing patients to opt out of sharing their non identifiable data is available on reception and on our website.</p>	
A and E	<p>The practice tried not to send patients to A and E or admit them to hospital unless it is appropriate. Sometimes it is appropriate for patients to attend A and E. If a patient does not wait for treatment once they have registered at the A and E reception, a charge of £56 is allocated to the community funds. This means that less money is available for other services. The forum was surprised with this and discussed that everyone who went to A and E needed to be seen urgently so should wait for treatment.</p>	
Telephone system	<p>As part of the patient survey and the patient forum plan we discussed the telephone system at this meeting.</p> <p>The group discussed the volume of calls the practice takes each day.</p> <p>Gill gave background information on how the telephone process works in the practice.</p> <p>The practice takes approximately 1000 calls per day and has 4 receptionists answering calls from 8am to 1pm then 2pm to 5pm. This then reduces to 2 receptionists between 5pm and 6pm.</p> <p>We have a limited number of appointments available each day.</p> <p>The reception team get verbal abuse from some patients, some who put the phone down on them and some who swear at them when all the appointments have been taken. Once all the appointments have been taken , receptionists can only give emergency appointments when a GP has authorised this. The GP will have already had a discussion with the patient to access if</p>	

	<p>this is appropriate.</p> <p>Reception team have to ask the reason for the appointment to ensure that patients see the correct person. This saves time for both patients and clinicians.</p> <p>Repeat prescription requests cannot be taken over the phone for safety reasons.</p> <p>When reception team are not answering phones they have many other tasks to complete. These include completing prescription requests, answering queries from patients and clinicians and helping patients with test results.</p> <p>The best time to phone for routine enquiries is after 9.30am each morning and after 2.30pm each afternoon.</p> <p>All the above points were discussed along with comments from patients about the problems of getting through to the practice. Patients not been able to get results until a set time. Phones not switching over at 2pm.</p> <p>Summary of discussion</p> <p>The following points were agreed.</p> <ol style="list-style-type: none"> 1. People can be more confrontational over the phone especially when they do not give they name. The forum suggested that reception team ask a person's name at the start of the conversation. 2. The phones switch over automatically so there should be no reason as to why the phones should not transfer on time. 3. The new telephone number and system was far better than the old 0845 number 4. The number of calls and the peak times was appreciated by the forum. 5. To put details of this discussion into the newsletter including praise to the reception team . 6. The system for processing telephone calls was the best we could do so no further changes to be made at the moment. The forum was happy the practice was doing as much as possible to help the patients. 	
DNA. (People that do not attend appointments)	The number of people that make an appointment then do not attend was discussed. The forum were happy that this number is reducing but discussed that when a patient misses an appointment that's one more appointment for another patient. It had been discussed at a previous meeting that the practice	Gill to look at implementing both these suggestions as soon as

	<p>should charge for missed appointments. It is not possible to do this. Another suggestion was to change the practice policy about this. The forums want the practice to send a letter to each patient after they have not attended 2 booked appointments. At the moment the practice send letter after 3 appointments not attended. The forum also wanted text messages to any patient who had missed their appointment.</p>	<p>possible if agreed by the partners</p>
NHS choices	<p>The practice has been reviewing the comments put by patients on the NHS choices website.</p> <p>The group discussed that sometimes patients do put on negative comments rather than talking to the practice direct. The general feeling amongst the group was that the practice was doing really well and were concerned that the website did not reflect this.</p> <p>Gill had phoned the people who run the website to find out how patient put comments on there. The only way to get a comment onto the website is by using a computer as the telephone line no longer exists. In Woodhouse, not everyone has access to a computer. The moderators of the website suggested that if patients wanted to put a comment on there and did not have access to a computer then they were to ask a relative or friend to do it for them. Gill reminded the forum that if they did use a computer to add a comment they must verify their email address before the comment is put on. The site sends out a reply e mail with instructions when the comment is made. The forum agreed this was unfair to both the patients and the practice.</p>	
Results	<p>Some patients had commented that when they call into the practice to get results it is not always private. Gill informed the group that anyone at anytime could ask to discuss something with a receptionist away from the main desk. Patients should not feel that they cannot do this.</p> <p>It was also discussed that the most private way to get test results is to ring up the practice.</p>	
Patient survey	<p>Gill informed the group that the year report for the patient survey was complete and was now on the website.</p>	<p>Add note to newsletter with a note that a copy can be obtained from reception.</p>

At the meeting it was agreed that the next meeting would be on 8th April. This has now been moved to 29th April so that Dr McMurray can attend. Many apologies for the change.