



# Parkside Medical Practice

Dr Deolkar, Dr Foster & Dr Hughes

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## **PATIENT PARTICIPATION GROUP MEETING** **4 DECEMBER 2014**

**The meeting was attended by 10 patients**

**Representing the practice: Dr Foster, Dr Hughes, Louise Owen (Practice Manager), Judy Lunn, Jo Booth (Nurse), Nicola Lunn (Secretary)**

**In attendance: Gary Flint, Mike Press and Alan Welsh (Nottinghamshire Health Informatics Service) and Darren Bailey (LMC Executive Lead on Patient Involvement)**

Dr Foster welcomed everyone to the meeting and all present introduced themselves. Dr Foster then reminded all present of the purpose of the meeting – that was to focus on practice improvements and not to raise specific complaints about patient's own individual treatment or individual members of staff.

### **1. Update on Telephone System**

The practice had experienced severe, ongoing problems with the telephone system and Gary Flint, Mike Press and Alan Welsh from NHIS attended the meeting to offer their apologies for the very poor support that the practice had received from them over the last 12 months. The PPG heard that new response structures had been put into place in order to improve the NHIS service to practices and patients. Gary and his colleagues explained that the practice phone system had been rebuilt on 18 November to try to remove the ongoing problem of calls being 'lost' in the system and further explained that when the practice had been reporting the constant problems they were being dealt with by first line engineers and weren't being escalated up to service managers. NHIS staff had had some retraining and new staff had been brought in.

The NHIS team asked the PPG whether they would prefer an engaged tone or a 'number in queue' message when ringing the surgery. The PPG suggested that a queuing system would give a perspective but still would not give any idea how long it would take for the call to be answered and a vote indicated they would prefer a numbered system e.g. 'you are caller 3 in the queue and your call will be answered shortly'. The NHIS team explained that there were physical limitations to the number of calls that could come into the building around both the number of staff available to answer calls and the number of inbound lines.

The system would be reviewed further over the next few months.

Gary, Mike and Alan were thanked for their time and left the meeting.

### **2. Darren Bailey – LMC Executive Lead on Patient Involvement**

Darren introduced himself and explained his role with the PCDC which was to act as a volunteer working with GP practices to support them in understanding how they could build relationships with their PPGs. He noted that PPGs

across Derbyshire & Nottinghamshire were extremely variable and that the PCDC aim was to ensure some consistency across the groups.

Darren then talked about the role of a PPG chair in leading what the meeting was about, voting rights, terms of reference and attendance.

He then asked for a volunteer to stand as chair. Ms J Joyce volunteered and was duly elected by vote by the PPG members present. The term of office for the chair was queried – Darren suggested that a 12 month term would be appropriate.

Darren explained that the chair's role was to liaise with the practice in drawing up a meeting agenda and running the meeting to ensure it moved along to time and that everyone had an opportunity to speak.

Dr Foster asked if there were any specific issues that other PPGs voted on. Darren suggested that this could include practice policies and that the PPG should hold the practice to account.

### **3. Minutes of meeting held September 2014**

The minutes of the last meeting had been circulated prior to this meeting and there were no matters arising.

### **4. Practice News**

The PPG heard that the practice (in conjunction with Leen View and Riverlyn Surgeries) now offered an in-house phlebotomy service.

The practice was also now able to offer a physio service.

After over 12 months of advertising the practice had recruited a new partner – Dr Jennifer Moss Langfield who would be joining in February 2015. Dr Moss Langfield had previously worked as a locum at the practice. It was agreed that this was a positive step forward and should help to improve capacity for appointments. Dr Moss Langfield's appointment would also negate the need for locum GPs. Some patients had complained about the number of locum GPs and the fact that it was on occasion difficult to see the same GP.

### **5. Practice Statement**

Dr Foster showed a draft statement which the surgery was currently producing. This statement gave a brief explanation of the appointment system and explained that we are not a walk-in centre or a rapid assessment service.

The PPG agreed that this was a good statement and suggested it should be given to patients who DNA.

**Action: practice to consider further**

### **6. Patient comments/concerns**

Some patients raised concerns around lack of call-backs having waited all day for a GP to contact them. Dr Foster explained the demand pressures that were on the surgery and that the practice would consider the appointment system further. One of the draw-backs of the current system was the uncertainty for patients of when they would receive a call. There were still problems for the practice around the number of patients who did not attend their appointment, even when they were booked on the same day. Some patients were very supportive of the new appointment system and some found

it very frustrating. There seemed to be difficulties with booking appointments at the desk – the practice explained that patients can book at the desk, but they would be booked for a telephone call back not a face to face appointment. Coming to the desk to book an appointment would not over-ride the system.

The PPG asked about the current list size of the practice. Dr Foster explained that the list size overall remained fairly static.

Communication within the practice was felt to be an issue by the PPG.

Notes of the recent meeting with Graham Allen MP were made available for PPG members to take away. The practice, along with several other local surgeries, had met with Graham Allen to express their concerns about the future of general practice.

There were several compliments given about individual members of staff.

Dr Foster thanked everyone for attending and the meeting was closed.