

# **Maple View PPG Meeting Minutes**

## **Wednesday 6<sup>th</sup> September 2017 at 1PM**

Attended: Barbara Gasby, Keith Gasby, John Carter, Neil Winsper, Keith Davies, Judy Langford (Deputy Practice Manager) Dr Richard Burling, Julia Griffiths.

### **Apologies**

Emma Morrison, Des Pattinson

### **Minutes of last meeting**

Were taken as a true representation.

### **Introduction:**

The group welcomed our latest member – Neil Winter. We are very pleased to have Neil onboard and hope that he enjoys our meetings.

### **Update for Maple View**

The forthcoming training for reception staff in Care Navigation was discussed. This will be the first step towards changing the way patients access medical services. Through specialist training and access to a range of services the team will in the future be able to offer more choices on which the patient service is most appropriate for the patient (i.e. practice pharmacist, nurse practitioner, secretary). This will enable the patient to be seen by the most appropriate service and free up time for GP's to care for patients with complex or serious health conditions. The first training sessions commence next week.

### **Online ordering of prescriptions:**

The registration of patients for online access has been hugely successful with a significant uplift in our figures. Although online ordering for repeat prescriptions is acknowledged as a fast and efficient means of ordering with significantly improved safety; there is a downside in that queries cannot be dealt with in this way. The surgery will continue to review this and see if there is an alternate way to deal with queries.

### **Feedback from Friends & Family and Suggestion boxes**

There were two comments in the suggestion box:

1. "It would be very useful to either have a separate line or text message service to use only for appointment cancellations. I waited 35 minutes to cancel last week and not all people can wait or afford to hang on the telephone for this amount of time".

This was somewhat confusing as there is a facility via text to cancel appointments. Once a patient has made an appointment a reminder is sent prior to the appointment which includes the option to text back CANCEL. This then automatically cancels the appointment on the system. As the patient has included her name, Judy will make contact to inform her of this

option. There was a suggestion in group that maybe the word CANCEL in the text could work as a link to create the action. Judy will speak with Mjog to see if this is an option.

2. "I am deaf TV needs subtitles because I don't understand if no subtitles".

Some of the information videos have subtitles but we will look to increase the number of these when we update the screen for autumn.

There were two Friends & Family cards:

1. Likely to recommend," I like this place because they are all very nice and they care about you".
2. Likely to recommend, "I selected this because my little girl comes here because she has behavior problems".
3. The practice has also received three recent emails complimenting staff.

### **PPG Feedback from Patient Network Event**

Barbara attended the event on 18<sup>th</sup> July at Barnsley Hall. The information is attached with these minutes. Barbara said that Hollie was very complimentary about our practice and she felt proud that we were leading the way with the changes.

### **Newsletter**

The Autumn Newsletter will be due soon. Suggestions for inclusion were: an overview of Care Navigation, Eligibility for vaccinations and screening.

### **Other business**

#### **Communication between Acute Trust and Primary Care**

The group discussed how changes to medications or other actions are dealt with between the hospital and the surgery. It was explained that letters and discharge summaries arrive at the surgery either electronically or by post. The scanners will then workflow these letters electronically to the most appropriate clinician (the pharmacist deals with the discharge summaries and initiates medication changes and appointments for blood tests etc) The doctors look at the work-flowed letters after their surgeries and also initiate any actions such as changing their medication or sending a task to reception to arrange an appointment/blood test etc. Patients will be informed if the appointment that their doctor requests them to make is either urgent or non-urgent.

#### **Patient Aggression**

It was noted that there is a rise in patient aggression and demanding behavior. This had been witnessed by the group while they waited for the meeting to start: the doctors were running late because they had two serious emergencies involving children to deal with which necessitated calling ambulances. Despite seeing the ambulances arrive and take the children away and the receptionist explaining that the doctors were delayed due to emergencies; a waiting patient still complained loudly to the receptionist that he had to wait for 40 minutes! Several other examples of aggressive behavior coupled with unrealistic expectations were mentioned as having been witnessed. The practice has a zero tolerance policy for aggressive abusive behavior.

**Flu Vaccinations:**

The group discussed the difficulties in getting eligible patients to attend for flu vaccinations. Currently the practice sends texts to all eligible patients, speaks with patients who telephone the practice or visit the clinicians and prompt them to book an appointment. We offer drop in opportunistic vaccinations and we have many appointments available to pre book. The group suggested that we place some posters around. Judy has created posters for the clinical rooms to attract attention and will also put some downstairs.

**Next meeting: TBC (near to Christmas!)**