

## GEORGE CLARE PATIENTS GROUP

### Notes of Meeting 29<sup>th</sup> January 2015

**Present:** Ron Hodson (Chair) Dr Paul Darer  
Andy Behagg (Vice Chair) Tracey Bridgement  
Lynda Behagg (Treasurer) Florence Newell  
Heather Day (Secretary) Terry Schooling  
Robert Davies

#### 1. Apologies and Absence

Sandra Rylance and Richard Cross.

Our thanks go to Josie Dragon who has resigned from the Group after 13½ years. Josie will retain her interest as a member of the Virtual Group.

#### 2. Notes of the Meeting 30<sup>th</sup> October 2014

The notes were accepted as a true record of the meeting, but with apologies to Dr Susan King for the incorrect spelling of her name.

#### 3. Matters Arising

3.1 Appointment Reminders by Text – Tracey reported that following some initial problems, the system has been rejigged and should now be working correctly.

3.2 Disabled Signage and Parking – Ron said this was the fourth time of raising the issue and asked the Practice for an update. Tracey replied that it had been noted and was being considered along with other maintenance jobs, including replacement of the front doors.

3.3 Early Pre-Booked Appointments – It had been suggested that patients attending early, pre-booked appointments could form a separate queue to those attending open surgery and this has now been implemented to good effect. Dr Darer advised that the surgery doors now open at 8.15 am to allow reception staff to get patients booked in earlier so that they are more available to answer the phones when lines open at 8.30 am.

3.4 Repeat Prescriptions – There are various problems with electronic repeat prescriptions. For example they are difficult to read, both for doctors and patients, because of the layout; and those who have medicines delivered to their home by Lloyds Pharmacy have to ring through their repeat requirements to the pharmacy. It was agreed that the PPG should write to Lloyds regional or head office raising the various concerns and problems. Heather would find contact details and forward to Ron.

Action: Ron and Heather

#### 4. Correspondence

4.1 NHS 111/OOH – Ron had written to Jackie Brisbane regarding the limited consultation period and lack of local meetings. As a result, the Cambridgeshire and Peterborough CCG has extended the time to discuss the consultation and has included an additional meeting in March on 11<sup>th</sup> February 2015 at the Town Hall.

4.2 The Minor Injuries Unit at the Princess of Wales Hospital has extended its opening times during the winter: now 8.00 am – 8.00 pm Monday to Sunday. It is hoped this will alleviate the pressures on A&E and will be reviewed throughout the period.

## **5. Isle of Ely Updates**

Ron said the January meeting had been cancelled.

The Group had written to Healthwatch Cambridgeshire and Sandie Smith, the Chief Executive, had attended the November meeting to discuss PPGs' concern over GP Practices capacity and future scoping. Ms Smith advised that Healthwatch was arranging a patient survey to gain opinion of what is the greatest concerns of patients and would report back. Ron said there was at present no back-up plan of action should one of the Practices in the Isle of Ely go under, and this was of great concern.

## **6. Survey Results**

Dr Darer discussed the results of the patient survey. Overall, patients appear to be happy with the service provided by the Practice. Some comments received from patients have been acted upon to improve the service, eg earlier opening time of the surgery doors as reported previously.

Availability of appointments was a concern. There had been some doctor absences through illness since November and locum doctors had been brought in to help. It was reported that very few doctor appointments were available when booking on-line. When a doctor asks to see a patient again in say two weeks, the patient is often unable to book an appointment as none are available, and the receptionists advise them to come in to the open surgery sessions. It was felt this is unsatisfactory but would be more acceptable if the doctors checked the system themselves and then asked the patient if they were able to come to the open surgery.

Comfort in the waiting room was also raised. Dr Darer reported that new chairs were being ordered as the current chairs do not meet CQC standards, ie they are not washable. Lynda asked that the chairs be set out so that all patients can more easily see when their name appears on the board.

There were mixed comments about reception staff. Tracey said that any issues were usually addressed during the Thursday afternoon training sessions.

## **7. Dr's Question Time**

7.1 Ron asked if it was possible to display waiting times for doctors so that patients could decide whether to wait or go away and come back later. When patients book in for the open surgery sessions the receptionists usually already advise how many patients were on the waiting list and give a suggested return time should the patient not wish to wait.

7.2 Texting Test Results to Patients – This is currently being considered as it would free up doctor time. Tracey said they are trying to utilise the texting system as much as possible. Funding had been pulled but NHS England is funding GP surgeries until September, but funding is uncertain after that.

It was noted that some nurses advise patients that they will be contacted if any of their tests results were of concern. This caused some confusion as most patients would prefer to know one way or the other. Tracey said they were looking at various options for dealing with test results.

7.3 Dr Darer said that the Practice deals with just under 4% of the Practice population on an average day, and just under 20% in a week.

7.4 Ron asked if new patients were given an information pack on registering with the Practice. Tracey confirmed that this was the case and that the pack had been updated.

**8. Any Other Business**

8.1 Choose Well – The CCG had printed posters advising where patients should go to seek treatment and/or advice. These posters had apparently been distributed to all practice managers but Tracey said that she had not seen any yet, although her email in-box was very full.

8.2 Practice Website – Ron said the PPG page on the Practice website asked patients to complete a “PPG sign-upform” in order to join the PPG. This was totally unnecessary and may in fact deter patients from joining. Ron and Tracey would discuss its removal.

Action: Ron and Tracey

8.3 Accessibility of X-rays – Robert asked if x-rays taken at Doddington Hospital were viewable at Hinchingsbrooke Hospital. Following discussion, it appeared that this was not the case.

8.4 Out of Hours – Andy and Lynda reported an unfortunate recent incident where, following a 111 call, an out of hours doctor visit was requested and confirmed on a Saturday morning but the doctor did not arrive until 2.30 am the following morning. The elderly patient was by then in bed and asleep and had to be woken. It was agreed that this was totally unacceptable. They would be taking appropriate action.

**9. Dates of Next Meetings**

30<sup>th</sup> April 2015

30<sup>th</sup> July 2015

The meeting closed at 8.55 pm.