

# Silverlock Medical Centre Patient Participation Group Meeting

Saturday 11<sup>th</sup> April 2015  
10:00am

## Meeting Minutes

Agenda Item	Comments
<b>Welcome and Introductions</b>	<b>Attendees: 3 Attendees</b> <b>Chair:</b> Danielle Caswell (PM) <b>Note taker:</b> Katie Roff (Admin)
<b>Welcome and Introductions</b>	<ul style="list-style-type: none"> <li>• Attendees heard about the meeting through text messages</li> </ul>
<b>Minutes &amp; Actions of last meeting</b>	<ul style="list-style-type: none"> <li>• Discussed and handed out in PPG pack</li> </ul>
<b>Survey Feedback</b>	<p><b>Highlights</b> (18 response so far)</p> <p>* <b>Saturday Appointments</b> – Additional appointments wanted by majority</p> <ul style="list-style-type: none"> <li>• Saturday morning appointments wanted – patients said should be pre-bookable only</li> <li>• Happy for it to be covered by a locum if necessary</li> <li>• Suggestion of one Saturday a month to start</li> </ul> <p>* <b>Telephone Triage</b> – majority of those used said the service was <i>Excellent</i> or <i>Good</i></p> <ul style="list-style-type: none"> <li>• Telephone triage explained again for attendees not present at previous meeting. All three attendees happy with their experience of telephone triage</li> </ul> <p>*<b>Prescription Service</b> - majority of those used said the service was <i>Excellent</i> or <i>Good</i></p> <ul style="list-style-type: none"> <li>• Prescription service discussed</li> <li>• Asked if we could have ‘post box’ outside surgery for patients to put in prescription requests out of hours. Discussed safety and confidentiality issues with this, all agreed not necessary due to other means of requesting</li> </ul> <p>*<b>Overall Service Experience</b> – Majority <i>Excellent</i> or <i>Good</i></p> <ul style="list-style-type: none"> <li>• Patients happy with admin/reception experience. SA said she can appreciate can be a difficult job when patients are angry</li> </ul>

<b>Friends &amp; Family Test</b>	<ul style="list-style-type: none"> <li>• Friends &amp; family test explained and feedback so far discussed</li> </ul>
<b>PPG Report</b>	<ul style="list-style-type: none"> <li>• Discussed</li> <li>• Will bring to next meeting and discuss possible changes to focus on for the coming year</li> </ul>
<b>On the day appointments</b>	<ul style="list-style-type: none"> <li>• On the day appointments discussed – patients found booking on the day could be a frustrating process as phone lines are often very busy at 8am and 12pm</li> <li>• Option of coming in to book on the day to guarantee discussed</li> <li>• We discussed ways in which to alleviate pressure on our ‘on the day’ appointments</li> <li>• Katie suggested asking patients the reason when booking an ‘on the day’ appointments to prevent emergency appointments being misused</li> <li>• Privacy and confidentiality discussed, on patient expressed that they did not always feel comfortable giving a reason with telephone triage. Patient (also healthcare professional) explained that all staff sign a confidentiality agreement and anything discussed is completely confidential</li> <li>• Suggested we advertise the confidentiality on our website, agreed that most people likely aware of this confidentiality but could be looked into adding to website and a poster in reception</li> <li>• Patients suggested when patients come in for midday ‘On the day’ appointments that we ask them to write the reason for the appointment on a piece of paper for privacy and confidentiality reasons</li> </ul>
<b>EPCS Update</b>	<ul style="list-style-type: none"> <li>• EPCS explained, all three thought could really help out with demand at the surgery, agreed should not be advertised in the surgery to avoid confusion for other patients</li> </ul>
<b>24 hours BP</b>	<ul style="list-style-type: none"> <li>• 24hr BP – patients happy that we are able to offer more services such as 24hr BPs rather than having to go to the hospital</li> </ul>
<b>AOB</b>	<ul style="list-style-type: none"> <li>• Patient raised the point of introducing name badges for the admin team or for us to say our names when answering the phone</li> <li>• All agreed this could be a great way to break down the patient/admin ‘barrier’</li> </ul>

### Action Points

<b>Action</b>	<b>Owner</b>
<b>Saturday morning openings (9am-12am)</b> <ul style="list-style-type: none"><li>• Raise with GP's and partners</li><li>• What are the options to clinically staff outside of current salaried GP's</li><li>• Addition 11/04/2015</li><li>•</li></ul>	Practice Manager
<b>Book on the day appointment reasons</b> <ul style="list-style-type: none"><li>• Reception to ask reason for all book on the day appointments. Patients have the option of saying personal and the option of writing on a slip if in reception</li></ul>	Practice Manager
<b>Answering telephones</b> <ul style="list-style-type: none"><li>• All reception staff to state their name when answering the phone. i.e. "Katie speaking"</li></ul>	Practice Manager/KR Admin