

Patient Participation Group 1/10/13 @ 12:30pm.

Attended by: Dr Usman Akbar, Jane Bower, Saniah Mehrose, Abeda Laher, Hilary Firth.

Apologies: Bilkish Shaikh.

Meeting was opened by Jane Bower who welcomed and thanked participants for attending. JB gave out Information sheets about the aims of the group and encouraged participants to inform the patients of this, which would strengthen the Practice.

Missed Appointments: It was agreed by everyone that the main difficulty the Practice has is not being able to offer appointments. JB pointed out that we only have one doctor in surgery at a time due mainly to lack of consultation rooms available at any one time. It was pointed out that last month 91 appointments were missed by patients, who then booked further appointments. This is the main reason that the appointments are booked so far in advance. In July, 87 appointments were missed and in August 70 appointments were missed by patients. Abeda Laher asked if anything was done about this. JB explained practice policy which is as follows

1st missed appointment the patient is contacted by phone to discuss.

2nd missed appointment within three months, the patient is contacted by letter bringing this to their attention.

3rd missed appointment within 3 months, the patient is sent a letter with an appointment to see the Practice Manager to discuss this, failing to attend this meeting can result in the patient being removed from the Practice list.

Saniah Mehrose asked about using the text messaging service which is not available at this Practice, it was pointed out that patients change their mobile numbers frequently and there would be no certainty that the correct person was receiving the messages. This could breach patient confidentiality protocols. Saniah was invited to conduct a patient survey to gauge patient support for this.

Appointment times were discussed, Mrs Laher commented that it is difficult for working people to get convenient times. JB explained that as a Practice we are not allowed to differentiate between those who are working and those who are not. JB and Dr Akbar have discussed late openings but nothing has been decided. The Practice now employs a female Nurse Practitioner who can prescribe and refer patients on to further care. There are 8 appointments bookable on the day with the Nurse Practitioner and clinic is held on Tuesday pm, these appointments are triaged by the staff.

The Practice is working to educate the patients to book appropriate appointments, and making Patients aware of telephone consultations which were classed as booked

appointments and the dna policy was put in force to monitor these. The Practice is trying to improve overall access to doctor and nurse appointments.

Emergency appointments were then discussed. The Practice is trying to educate patients as to what defines an emergency appointment and this would ease if patients asked the Pharmacist for advice before ringing the Surgery. Many minor ailments such as sore throats, headaches etc could be dealt with by buying over the counter medication and keeping their own supply of Paracetamol, cough meds etc at home. This would also reduce the cost to the NHS. It was agreed that this was a question of educating patients that they can ask for and buy over the counter medication and the Pharmacist is trained for this, and this is part of the triage and pathway to the doctor.

JB gave out 111 leaflets. Dr Akbar pointed out that visiting A&E departments for minor ailments can lead to long waits and then patients can be sidelined to other departments and more waiting. Ringing 111 can direct patients into the correct direction for further care, the phone number is free to landline and mobile phone users. Patients were invited to do a display on the notice to make patients aware of this. It was explained that behind the scenes this is a very busy Practice.

Everyone agreed that most patients know, and have a good relationship with the reception staff. JB has an open door policy and patients are always welcome to air their views.

JB explained that a patient's perspective would be very welcome by the Practice. Saniah was invited to put a display on the notice board in reception which she said she would like to do. To reach all our patients the display could include Urdu, Punjabi, Bengali and English language as these are the spoken languages of most of our patients.

It was agreed that in future meeting the District Nurse, Matron etc could be invited to future meetings and this could have a positive impact on our Practice.

The next meeting will be held 19/11/13 at Dr Maliks Practice. The timings of future meeting could be amended to try and reach as many of our patients as possible.

AOB There was no further items to discuss.

JB thanked everyone for attending and the meeting was concluded.