

KELSALL MEDICAL CENTRE PATIENT PARTICIPATION GROUP (PPG) MEETING

10th May 2012 – 10.30am

Apologies:- Jennifer Lee, Ian Dobbing.

Present: Dr Hinds, Kath Shanley, Helen Green, Martin Colville, Jean Goulbourne, Lynn McCracken.

Minutes

We recapped on the essential points from the last meeting. Dr. Hinds also mentioned that the Commissioning Group are interested in establishing a patient jury and would any of the PPG members be interested in participating, Martin Colville & Jean Goulbourne indicated that they would be.

The new website is up and running and the group members have reviewed it and think that it is very informative. At the last meeting it was proposed that a touch screen with access to the website could be installed in the waiting room. Kath has looked into the feasibility of this and surgeries that currently have this system say that it is under utilised- due to patients having to log on to the internet and only one patient at a time looking at the information.

However there could be another possibility – a television screen attached to the wall, linked to a P.C. showing a powerpoint presentation with all our website information on. This screen could also be used to highlight other services i.e. flu clinics etc. The PPG group that this was worthwhile pursuing. Kath will look into this.

The 2nd newsletter has been issued but the group said they hadn't been able to find a copy other than on the website. Kath said copies are in the surgery, given to Kadras & copies sent to Ashton & Kelsall village websites. Maybe local shops could display some copies- Kath will look into this.

Dr Hinds thanked the participants for taking the time to attend the meeting and asked how could we encourage some more patients to participate. Kath explained that she had given 250 small posters to Kelsall Primary school to be handed out to the parents before Easter but so far had not received any response. Martin Colville asked for some copies and said he will drop them off at Ashton Primary school and as he works in Ashton village shop on a Sunday would discuss it with some young parents who pop in. Lynne McCracken said that she organises the group meetings timetable for the community centre and she will try and call in during 'a mother & toddler' group. Another thought was to try and include teenagers, Kath will contact a youth group, possibly doing Duke of Edinburgh as they need to be involved in community service and this could be helpful to them. Also it was suggested to contact the 6th form at Tarporley & Helsby High School to see if anyone was interested. This could be electronic involvement rather than attending the meetings.

The issue of the chairs in the waiting room being raised is still to be addressed.

Helen Green joined the group to discuss the findings of the small survey undertaken by reception after the last meeting to discover if the surgery was short of appointments.

The main outcomes were that most mornings there appeared to be more patients wanting appointments than were available and as a result the amount of telephone consultations had increased 10 fold. There was much discussion around how could we enable more patients to see a Doctor if they needed to and the group said when they phoned for an appointment they were not offered a telephone consultation unless there were no appointments available, but often they did not need to see a Dr. The group believed that a 'TRIAGE' system would be helpful and possibly free up some of the morning appointments. This means when a patient rings up to book an appointment, a 'clinician' asks about the problem over the phone & decides whether the patient needs to see a Doctor that morning or later in the week or that a telephone consultation will suffice. The group also discussed the referral system, and patient's experiences with this and hospital appointments and that this should be included in the patient survey.

The PPG (Patient Participation Group) decided to focus on this to create questions for this years survey ie whether patients would like a 'TRIAGE' system established and if so in what format. Dr Hinds & Kath Shanley will contact the survey company to see how the questions can be worded, then the PPG members can review it and add to the questions that will make up Kelsall Surgery' 2012 survey.

Another point raised by the group was the issue, that at times when phoning the surgery early morning, it can be very frustrating to be on hold for a long time.

There has been a technical issue that at times a patient can be asked by a mechanised voice to hold but is not actually in contact with the surgery. The engineers have not been able to find the fault, but we will contact them again with more information about when this seems to happen and also look at the feasibility of putting a message on the phone that if you have been holding for more than 5 minutes please hang up and dial again.

Kath Shanley gave the group members an information sheet highlighting Medicine costs and wastage and asked them to have a read and feedback any comments on how to raise awareness of these issues with other patients.

The meeting has highlighted the following action points:

- Newsletter to be distributed to some local shops.
- Notify the newsletter information to Kelsall and Ashton websites as well as the local village magazines in Kelsall, Ashton, and Barrow. Identify if Tarvin or Barrow have a website.
- Look into feasibility of television screen attached to P.C. with power points of the website and other surgery information.
- Contact the telephone engineer to establish why patients sometimes are lost in 'a black hole' when ringing the surgery.
- Review the possibility of raising the seating safely in the waiting room
- Create questions for the next survey around a possible 'triage' appointment system, referrals & hospital appointments.
- Actively engage young parents & teenagers to become involved in the PPG via village school, shops, local youth groups & sixth form.

The meeting appeared to go well and all members attended..

Next meeting's date still to be decided. Ideally we will hold the next meeting in August or September.