



Sherwood Medical Partnership

Clipstone | Farnsfield | Rainworth

PPG MINUTES Crown Medical Centre.

7th January 2016

Attendees: Matt (Practice Manager), Helen (Location Manager), Sam (Receptionist/minute taker), Pat (Chair), Ian, Jaqueline, Teresa, Rachel and Josie.

Apologies : Susan and Robert.

Previous Minutes:

- Disabled Parking- we now have 2 more parking bays in place and have received no complaints since.
- Call screen- ping now seems to be okay and patients can hear it.
- Patient toilet smell has now been sorted and is no longer an issue.
- Wheelchair and pram access/seating has now been sorted and we have removed some of the chairs to make better room for this.
- We are in the process of sorting a bin for the entrance outside.
- No right turn out of the premises- although it is signed and marked clearly it was decided this information would also be added to the call screen too.
- Well Pharmacy- seems to be working well overall and patients like the fact that it is on site.
- Official Opening- discussed that this could possibly be too late now as we have been open for 3 months. Would be good for publicity though but we don't want to spend too much so Matt will speak to partners about what we want to do.
- Since opening in September we have taken on approximately another 300 patients.
- Music on the phone system- had a few complaints from patients saying it is not good. Matt will look into to see if it can be changed.

Merger with Rainworth:

- No concerns particularly with the merger. From April Saturday openings will consist of 4 in a month. 2 at Crown Medical Centre and 1 at Farnsfield and Rainworth. Patients wanting a Saturday appointment can book in at any of the 3 locations.

Staffing:

- Most complaints are to do with lack of appointments and GP's being off sick and appointments having to be cancelled. Long term we are looking at taking on another GP at Crown Medical Centre.
- Junior Doctors Striking-not sure at this stage if this will affect us with Dr Thurland and Dr Bryant.
- New nurse Sarah Richardson starts late January / Early February.

Appointments:

- Spoke about reception staff sometime being a little too quick to book an appointment in and confirm it , not giving patient chance to check the date is okay so patient ends up getting a text through and then it has to be cancelled and re booked so ends up with 2 text confirmations. Helen to speak to reception about waiting to make sure patient has checked date and time is okay before clicking to confirm booking.
- Approximately 95% of patients turn up for their appointments which is the same as before.

Patients / Practice:

- Patient list at Crown is approximately 9,900 and over Sherwood Medical Partnership it is approximately 20,700.
- Matt discussed breakdown of ages for practice, also relating to Long Term Conditions. More than 10% of our patient group has a LTC and of those patients 1 in 4 have more than 1 LTC.
- Spoke about how to engage more effectively with our patients? At the moment we have 3 PPG groups, website and twitter. Should we be doing more? Discussed starting a Practice Newsletter again (used to be a little hit and miss) but this may create quite a bit of extra work and especially if we do 3 separate newsletters. CQC will want to know if we are responsive to patients needs as its one of the key areas that they look at. Decided it would be more manageable to do 1 Newsletter for all 3 locations quarterly but then dedicate 1 page per location in the newsletter with information relevant to that location. For the ones that are sent electronically could we include a slip at the bottom for patients to fill out and return with their thoughts etc.
- We on average receive 1 complaint per week in writing.

- Discussed the best way to contact patients with information whilst adhering to data protection guidelines. Should it be text, phone, email, letter? Bearing in mind some people have shared phones and email addresses.

Friends and Family Questionnaires:

- Every month we have to submit data from these and they are placed on reception desk for patients to fill out. We currently don't receive much response from these so Matt to add information about them to the call screen in the hope it generates a better response.

Direct Access Physiotherapy Appointments:

- Instead of having to see a GP first to be referred to the physiotherapist could patients fill a form out and then Physiotherapist would take a look and assess if patient was eligible and could book in without seeing GP or if they needed to see a GP advised patient to book in with GP first. Some concerns that some patients would think they needed Physiotherapist when they don't. Also long waits to see the physiotherapist at the minutes so would his time/appointments be increased?

Patient Self Referrals:

- Talking Therapy, Weight and Smoking- patient can now all self-refer for these

Additional Rooms:

- Now starting to rent these out-currently have a foot clinic and looking at the possibility of a Hypnotherapist.

AOB:

- Discussed when GP puts patients on new medication then patient wants to go back to previous medication is it absolutely necessary to see the GP again or could it just be a telephone call.
- Advised 111 can't refer now to the hospital so they will take details and then if necessary you are directed to A & E to sit and wait (they can no longer book you in). Matt is not sure that we have been notified of this change?

Next meeting is Thursday 17th March.

CLOSE OF MEETING