

## Minutes of the Patients Reference Group meeting held on 24<sup>th</sup> Feb 2014

Present: Dr Paul Davis, Practice Manager Mrs Jackie Grieves, Deputy Practice Manger Ms Liz Webb Practice Nurse Mrs Elaine Lardner, Senior Receptionist Mrs Shirley Lacey

Patients: Joan Manning, Colin Stodel, Peter Stevens, Janice Stephens, Frances Jaggard, John Plested Peter Neighbour, Shirley Edwards, William Stephens

Apologies: Anita Gamble, Robert Gamble, Siphra Ingram, Paula Hucklesbury, Jane Evans, Ian Verdon

Dr Paul Davis welcomed all and thanked thank them for their attendance.

Dr Davis (PD) discussed the outcomes of our action plan for 2013-14 (see Manor View Patient Reference Group Annual Report 2014 page 3)

- PD explained that we had received 79 electronic replies and 21 postal out of a total 246 PRG members. Gave examples of what high regard patients have for the practice by reading comments received from the latest survey.
- PD explained how the practice has tried hard to attract younger 16-25 members to the group with additional advertising and discussions within consultations; unfortunately there has been little or no uptake in these invitations.
- The Practice acknowledges the need for more publicity of Internet booking and is working towards this. More appointments are now available to book by the internet- The practice has and will endeavour to increase the availability online. There is also a large increase in the use of this service alongside the internet requests for repeat prescriptions. The group asked why internet and telephone services are not able to offer nurses appointments. The practice team explained that the nurses offer so many different services in clinic appointments in general and specialised clinics, appointments for these clinics require different amount of time therefore it is impossible to offer theses electronically.
- PD discussed the ability to get a routine appointment to get an appointment with the doctor of your choice, he explained that the GP's here at the practice do not all work full time and if a doctor works part-time that is indeed their choice. Manor view is looking at ways of adding additional appointments but this may mean patients not always seeing the doctor of their choice. Recent reports showed over the last ten years, an increase of attendances to A&E's had gone up by 10.8%. We have seen an increase of attendance to Manor View by 50%.
- PD explained that the practice is once again advertising the amount of Patients who DNA do not attend their appointments, electronically on the TV screens trailing message an due to the request of the PRG we will add them to the large white board in reception. The practice explained that we are signing up to the new texting services via our clinical computer system. We hope when this is in place this will reduce the number of DNA's.
- It was suggested by the group to advertise the cost of attending A&E.
- PD and Shirley Lacey explained the difficulties in keeping a running late board up to date , however Shirley explained she has asked all receptionist to try and make patients aware the GP is running late.

- Discussions were raised on how quickly the local hospitals pass information to us. Explained to all that it can be unreliable and we are often told about visits or issues by our patients before the discharge summaries are received. We informed the group that Herts Valleys Clinical Commissioning Group ( HVCCG) are now able to withhold payment to local hospitals if they fail to inform us of patients' attendances or inpatient stays.
- PD explained that we are the first surgery in the area to use electronic prescribing and what benefits it provides the patients and the practice .
- The group felt that not all patients are aware of the current out of hour's service 111, and asked the practice to check they are advertising this. The practice can confirm this is advertised on the out of hour's telephone message system, the practice website, practice leaflet and the front doors of the building.
- PD explained about the current situation regarding a new building for Manor View and Attenborough, telling all that there would be a public meeting to view the plans for a new building on Monday 10<sup>th</sup> March 7.00pm in Attenborough Surgery.
- Meeting times were discussed , we confirmed we had changed the meeting times in accordance to the request via the patients survey.