

# CHURCH STREET PARTNERSHIP

## PATIENT REFERENCE GROUP MEETING

**MINUTES** of the Patient Reference Group held at 7.30 p.m. on **Tuesday 21<sup>st</sup> April 2015**  
at The Apton Centre, Apton Road, Bishop's Stortford

**PRESENT:** Angela Alder (Chair), Eric Marshall (Vice Chair), Anne George (Hon Secretary),  
Kieron Clegg, Brian Edwards, George Cutting, Joyce Ginn

**SURGERY REPRESENTATIVES:** Dr M Penwill, Graham Clarke (Practice Manager).

1. The Chair welcomed everyone to the meeting.

The Chair informed the meeting that Amy Joyner had resigned from the PRG following the last meeting. Appreciation was expressed for the time and effort she had given to the group, especially with the newsletters.

2. **APOLOGIES:** Rob Francis, Sara Kent, Valerie Kent, John Tyson, Sarah Clark (Deputy Practice Manager).

3. **MINUTES OF THE JOINT PATIENT PARTICIPATION/PATIENT REFERENCE GROUPS MEETING HELD ON 10<sup>TH</sup> FEBRUARY 2015**

The Minutes of the Patient Reference Group meeting held on 10<sup>th</sup> February 2015 were agreed and signed as a correct record.

4. **MATTERS ARISING FROM THE MINUTES OF THE PREVIOUS MEETING**

i) Item 4a. Action Items:

Text messaging. The Practice will provide text message appointment reminders once the new computer system is operational (hopefully Apr-Jun 2016). They are collecting consent for this from new patients and are also working to gain consent from existing patients before the new system is operational, so can just roll out project once new computer system installed. It is hoped that text message appointment reminders will reduce number of "no shows". The group expressed their satisfaction that this project is being initiated.

Practice Website. Dr. Stanley has been working with Sarah Clark (and also Amy Joyner before her resignation) to redesign the practice website. A draft version was now ready and it was agreed this will be circulated to the PRG for comment.

ii) Item 5.8 Carr-Hill Formula Mark Prisk has agreed to continue to investigate how NHS England are reviewing this (review proposed 2015/2016).

**4a) To receive report from John Tyson on Health Maze event held on 3<sup>rd</sup> March.**

As John Tyson was unfortunately absent from this meeting no feedback was provided, this can be deferred to the next meeting.

**4b) To receive report from Kieron Clegg and Anne George on the Bishop's Stortford Neighbourhood Plan focus group on Health held on 3<sup>rd</sup> March.**

Kieron Clegg and Anne George attended a Health focus group for the second Bishop's Stortford's Neighbourhood Plan, which this time concentrates on All Saints, Central, South and part of Thorley areas. This focus group was hosted by Rob Francis, NP team leader for Health, (who is also a member of this PRG). There was discussion about current and future health services and facilities in the town, how the new housing developments around the town might impact on GP practices and health services. One of several suggestions made by the focus group was for an Urgent Care Centre based in Herts & Essex Hospital to support the Minor Injuries Unit there, which might take pressure off A&E at Princess Alexandra Hospital. The Neighbourhood Plan team has identified several areas of concern, which were discussed in the PRG meeting, including need for accessible GP practices; need for improved provision for care of the elderly, mentally ill, those with learning difficulties and physically disabled people. It is proposed that the focus group meet again around June. The PRG will be kept informed as the Plan develops.

**5. TO RECEIVE AMENDED SPRING 2015 NEWSLETTER**

The Newsletter had been agreed by the Practice, has been sent to the Printers and will be available soon.

**6. TO EXAMINE TIMELINE DOCUMENT AND UPDATES FOR OUTSTANDING ISSUES**

The "Issues Raised by the Patient Group with the Practice" document was reviewed and updated. Main points/updates were:

**(3) Telephone waiting time for appointment booking.** In Progress/Ongoing. Problem of unanswered phone lines seems to have ceased. Have recruited 2 extra staff to deal with phones. Looking at options after another meeting with phone provider. Continue to monitor situation.

**(4) Position in queue when telephoning.** Agreed by Practice and PRG that No Further Action to be Taken. **CLOSE** this issue.

**(5) Number of available appointments per day/week.** In Progress/Ongoing. Vacancy for 1 GP means number of appointments offered per day/week cannot be increased. Using locums, and providing 3 GPs at Open Access Haymeads, which has eased the problem.

**(6) Booking ahead.** In Progress/Ongoing. Once new computer system operational (anticipated 2Q 2016) the Practice is hopeful text message appointment reminders will reduce number of "not kept" appointments. They may then consider minor changes to booking ahead process. Keep issue open.

**(7) On-line booking of nurse appointments.** No Further Action to be taken at present. Trial stopped due to misuse. Wait for new computer system to see if able to use specific on-line appointments. **CLOSE** this issue at present.

**(8) Carr-Hill Formula.** Ongoing. Continue to liaise with Mark Prisk (local MP) on the review that NHS England have indicated they will be taking in 2015/2016.

**(11) Training for reception and front line staff.** Ongoing. Customer service much improved but will continue to monitor situation.

## 7. TO RECEIVE INFORMATION ON PRACTICE PLANS FOR THE FUTURE

### Staffing and Vacancies

- The Practice reported that they still do not have a replacement for Dr. Kumar, who left end of October. They have advertised several times but not found suitable candidates out of the few that applied. They are having to use locums to fill clinic sessions but are currently in discussions with one of the locums GPs to join the practice permanently.
- One nurse has recently left. However, a replacement has been recruited, who will be fully trained, but unable to join immediately as working out her three month notice period.
- Recruited an additional receptionist, and back office resources (secretarial and administrator staff) have also been increased.

### Other information

The Practice is currently discussing forming a **Federation** with the other practices in the area. The practices would remain individual but they may be able to share services i.e. employ “floating GPs” to cover several surgeries, in addition to sharing other services and areas of expertise.

### Friends and Family Test.

The results of the Friends and Family Test that has been going since September showed 80% of patients would recommend the surgery to their family and friends, which is a good result.

## 8. QUESTIONS TO THE PRACTICE AND INFORMATION SHARING

One member reported an issue with the on-line appointment booking system. When reviewing an existing booking made on-line, the venue/site is not displayed. The Practice Manager will investigate this problem.

Several members reported they had recently received very good treatment at Princess Alexandra Hospital, particularly A&E Department. This prompted brief discussion within the group about various experiences at the hospital, some of which had unfortunately not been good.

There was discussion about how to encourage patients to use pharmacists or nurses as alternative option to seeing GP. The Practice and Patient Group agreed this is a difficult issue but they could work together to try to lessen the problem. One idea proposed was that the Patient Group could help distribute health initiative leaflets in the surgeries and help to promote patient awareness.

## 9. DATE OF NEXT MEETINGS CONFIRMED AS:

**Joint PRG/PPG – Tuesday 9th June 2015, 7.30 p.m. at the Apton Centre.**

**PRG – Tuesday 21<sup>st</sup> July 2015, 7.30 p.m. at the Apton Centre.**

**Joint PRG/PPG – Tuesday 15<sup>th</sup> September 2015, 7.30 p.m. at the Apton Centre.**

Meeting closed at 8.50 pm.

.....Signed.....Date