



EASTHAM GROUP PRACTICE

PATIENTS PARTICIPATION GROUP MEETING

6.00 pm Monday 6th November 2017

Minutes of Meeting

1. **Apologies for Absence** – Alison Jones, Rachel Heath
2. **Those attending** – Alec Wood, Tracey Fisher, Chris & Phil Hazelgrove, Paul Engle, Dr Piggott, Roger Green, Brenda Williams, Mike Taylor and Joan Wilkes.
3. **Minutes of Meeting of 2nd October 2017** – Agreed as a true record
4. **Matters Arising**

Practice update and patient access monitoring is a wider view of all access for patients. Alec is to speak to Rachel to clarify that this is not just EMIS patient access.

Release of pre bookable patient appointments on line – Couple of next day appointments appeared not same day in general so no same day appointments were available. However, a small number of employment appointments do appear to have become available. This is not what was expected but it would be helpful if Rachel can explain the process in more detail. Rachel had sent through a further email saying that there have been some issues when patients have been logging on at 8am to book their online appointments.

Action: Rachel to explain the process for releasing on the day appointments at the next PPG meeting.

Walk in Centre closure update – Feedback is given to Wirral CCG and the local council re Eastham WIC but continue to be advised the closure is temporary and being monitored on a daily basis.

Action: Tracey is to check with Rachel the current position in relation to the latest feedback. The main concern is that there are insufficient transport links to Arrowe Park Hospital and to access EGP as an alternative. This can then help the PPG support the feedback process.

5. **New Practice Documentation** – Update on any new or updated documentation that is received by patients.

Practice Handbook – Alec has reviewed the version of the handbook and has identified a number of ambiguities and queries including the following:

- Doctor of choice – There is reference to the phrase word Doctor of choice – could this be changed to Preference.
- Staffing – The handbook states that there are 10 reception staff – the recommendation here is that any reference to numbers are removed and states.
- Practice Nursing Team – there is use of the term “highly motivated” team – is this needed?
- Ear syringing – is this still being offered?
- Number of telephone lines – the booklet states that there are 4 phone lines – the PPG was under the impression that there were 8 lines at least.

- Pre-bookable appointments – the booklet states that these are available up to 4 weeks – the PPG thought this was up to 6 weeks. Can this be clarified?
- Telephone consultations – PPG felt that this section was too negative. Can this be rephrased in a more positive way?
- Results – The “To obtain” wording needs better clarification/explanation. Perhaps the emphasis could be amended to show that this is the responsibility of the patient.
- PPG – There is reference to the Suggestion box which was “borrowed” by the Practice for Friends and Family. This should be amended to instead refer to leaving details with the Practice Staff or use the Contact Us on the PPG Blog.
- EGP Website – Amend the heading on the website so that the Contact us is clearly signposted to read Contact Practice or Contact PPG. Roger sent a test message to the Practice email address which Rachel confirmed that it was being forwarded to Alec which is normal process.
- Disabled toilet – Is the upstairs disabled toilet available for patients to access without needing to get access through the locked door? If so, should this section refer to 2 disabled toilets.
- Under “Our responsibilities to you” - Reference to Urgent appointments should be amended – the wording seems to indicate that if a patient feels that the requirement to see someone is urgent that you will be seen the same day. The PPG know what is meant by the statement but the fact that a patient feels it is urgent gives the wrong patient. Can this wording be reviewed?
- Reference to LED screen to be amended to “Check in screen”.
- Reference to “aiming to answer the phone in 6 rings” should be removed.

Action: The PPG are asked to review the document and provide any further feedback to Rachel.

6. Topics and progress towards Christmas Newsletter

Rachel has suggested a wording for the message of the text to ask all patients whether they wish to receive the newsletter. However we need to verify that the correct option is provided under the latest data protection/marketing changes as to whether patients should “Opt in” rather than to decline.

Action: Tracey to check with Rachel on data protection requirements for opting in or out on the text and the potential for identifying the opportunities for the best way to review and improve the communications methods through the Practice options.

7. AOB

- Dr Hughes and Dr Taylor have had baby girls born on the 3rd and 4th November. The PPG send their best wishes to everyone.
- The Practice are waiting for NHS England to change over patients from being Dr Burke’s nominated patients and they will become Dr Morgan instead.
- Repeat prescriptions for acute medications – it is not possible to place a repeat prescription via the standard repeat process but if it is added in the notes then prescription management will pick this up and can prescribe this for you.

Action: Joan and Brenda will arrange mince pies and other Christmas Fayre for the next meeting!

Action: Tracey to send additional Warren PPG email re CCG meetings.

Date of next Meeting – Monday 4th December 2017, 6pm