

Notes from PRG Meeting 17th September 2012

Present: Mrs Gill Heppell (Practice Manager)
Dr Alice Godwin
Dr Lorna Coleman
Mrs Dawn Hogbin (Reception Team Leader)
Mrs Denise Knowles
Mrs Marion Long

Our second PRG meeting was held at St. Thomas Health Centre on the evening of 17th September 2012. Eighteen Members of our PRG were present.

Gill (Practice Manager) presented a very informative power point presentation to our Group outlining "*what we have achieved*" from our existing Action Plan i.e. the opening of our Same Day Illness Clinic, introduction of an on-line appointment/cancellation facility and MJog text messaging system (our appointment reminder service) and being able to book appointments four weeks in advance.

A general discussion followed whereby Gill explained that approximately 100 patients were seen in the Same Day Illness Clinic per week and nearly all the feed back from our patients had been very positive.

Gill explained that although our initial findings relating to the Same Day Illness Clinic appeared good, it would be interesting to see how this Clinic fared over the winter months? Gill confirmed that the Partners were happy for this Clinic to continue for the foreseeable and it was agreed to continue to monitor it and report back at our next meeting.

Two Exwick PRG Members stated they were amazed at what St. Thomas had on offer and felt that nothing like this was offered at Exwick?

Gill/AG/LC explained how Exwick's booking system worked and although they didn't have a "Same Day Illness Clinic" all of the GPs offered appointments at the end of their morning surgeries for patients who need to be seen urgently that day.

Our Exwick PRG Members requested that Exwick have a member of their "Admin" staff working with the PRG as at St. Thomas - Action: JF/KS

Gill then outlined "*what we still have to do*" which included investigation into patients being able to cancel appointments using MJog - Action: ML

Gill also confirmed that the Practice was currently looking at three possible new computerised telephone systems, one of which will be purchased and installed, hopefully by the end of this year.

Gill explained that although it was generally felt by patients and staff alike that the Same Day Illness Clinic had greatly improved the appointment system there was still the old problem of not being able to get through on the telephone at 8.30!

Gill explained her "vision" after the installation of a new computerised telephone system, was for ALL members of staff (excluding Drs and Nurses) to answer the telephone from 8.30 - 9.30.

It was felt that this should alleviate the problem of patients not being able to get through at 8.30am.

It was explained that at the moment this was not possible but any new telephone system purchased would have the facility to allow this.

A further general session took place where several points were raised i.e. patients not knowing about the Same Day Illness Clinic and On Line Bookings. Action: It was agreed to have a further advertising campaign - ML.

It was explained that our current campaign of trying to update email and mobile telephone numbers was to enable us to communicate this way, where possible, due to the high cost of postage.

Seasonal Flu letters would be emailed/texted to patients where correct communication details were held.

Our Action Plan for this year - Telephone System

A sample questionnaire was handed out at the meeting. It was agreed that with a few amendments, this should be used as our Patient Survey for this coming year.

It will be handed out to a random selection of approximately 700 patients attending the surgery. It would also be sent to members of the PRG.

Other General Discussion:

Pathfinder Surgery - Gill explained that the deposit had been paid and it was hoped the new Surgery would be installed before Christmas.

Covers for the bicycle stands were requested - Action: this would be looked into and reported at our next meeting.

Gill asked our Group to have a think about topics for taking forward as our Action Plan for 2013/14 i.e. new services/clinics? Carers/Volunteers might be a good topic to take forward? One of our Group suggested it might be good to look at Mental Health? Ideas to be forwarded to Marion Long at St. Thomas Health Centre.

It was agreed to re-meet with our Group in February 2013 (date to be confirmed) once the results of our patient survey were known and the new telephone system had been installed.

Gill/AG/LC thanked everyone for their attendance and contribution.

The meeting finished approximately 7.30pm.