

MINUTES OF A PRG MEETING

Monday 2nd September 2013, held at St. Thomas Health Centre

Present: Dr L Coleman
Mrs G Heppell (Practice Manager)
Mrs K Scott (Branch Manager)
Mr Peter Scott (IT Consultant)
Marion Long (Data Quality Manager)
Plus eighteen members of our Patient Reference Group

Apologies: Dr J Fox
Dr A Godwin
And one Group Member

GENERAL

Dr Lorna Coleman welcomed everyone to the meeting and thanked everyone for attending.

Mrs Gill Heppell then fed back to the Group on where we were now, our achievements to date and proposed steps forward. These included:

- Telephone System - authorised and on order
- Text Cancellation - imminent (fully operational since meeting)
- Access for Patients with Disabilities - Gill reported that the Practice had been working with the local Learning Disability Team and a Sub Group is in the process of being set up to look at improving the patient experience for those with disabilities. It is hoped that in the not too distant future "easy read" literature would be available for those with learning difficulties.
- Parking - staff are to be encouraged to park "off-site" and extra parking for disabled patients would be made available. It was acknowledged by all that this problem was not easily solvable!
- Work with Carers - Gill praised and highlighted the work of Denise Knowles, our Carers' Support Worker and Volunteer Co-Ordinator. She makes contact with all patients identified as carers and ensures that they are offered an annual health check and any appropriate support. She arranges outings for carers and those they care for and, if necessary, organises sitters for the cared for patients. Weekly get together sessions have also been set up on Monday afternoons.
- Improved Seating and Information Displays in Waiting Area at St Thomas - a variety of seating has been made available in both the upstairs and downstairs waiting areas,

which include high back chairs with head support and arm rests. New noticeboards and information displays have been set up.

- **Memory Clinic** - this is run by Denise Knowles our Carers' Support Worker and is for anyone with memory problems and their carers. They meet every 3rd Monday of every month 2pm - 4pm at the Methodist Church across from the Health Centre.
- **Health Checks** - this is a new service that is available to patients aged between 40 and 74. Gill explained that we would need additional Clinics to carry out these Health Checks and that Health Care Assistants would be running extra sessions to accommodate these checks.
- **"Virtual" Wards** - Gill explained that a meeting is held every two weeks attended by a multidisciplinary team including a GP, Matron, Carers' Support Worker, Community Pharmacist, District Nurses, Occupational Therapists and Social Workers. They investigate the needs of patients who have been identified as at future risk of admission to hospital and ensure that the appropriate care and support is provided to avoid any admission. This works very successfully and has prevented several admissions to hospital by stopping patients reaching a "crisis" situation.
- **Headache/Vasectomy/Rheumatology Clinics** - all of these Clinics were run by Clinicians at St Thomas Health Centre. These Clinics were a valuable addition to the services offered at St Thomas and benefitted not only our patients but patients from all over the County who could be referred by their own GP to us - this saved patients having to be referred to the RD&E in the first instance which in turn is less expensive than attending the Hospital.
- **Community Links** - Gill sits on the St Thomas Traders Association and the Health Centre tries to support local community projects.

New Telephone System

Mr Peter Scott, our IT Consultant, presented an overview of the new telephone system that would be installed in the very near future across all our sites.

Peter explained the advanced technology and features that would be available with this new system, which included:

- automated routing (Press button 1, 2 etc)
- voice interruptions before call is forwarded elsewhere
- live monitoring of incoming calls allowing 'real time' view
- call recording for training and safety
- call statistics reporting
- mobile phone cheaper call routing
- voicemail for telephone script ordering
- interactive display handsets /call status display board options
- display feature phones with 10 or 20 short dial buttons

A discussion then took place about the possible Options available and the following options were suggested:

- Press 1 for: Medical EMERGENCY
- Press 2 for: Make appointment with Doctor
- Press 3 for: Make appointment with Nurse
- Press 4 for: Speak to Secretary
- Press 5 for: Leave a message for District Nurse

A lengthy and inter-active discussion took place with our Group. Several thoughts/ideas were submitted from Group members which included:

- Making sure the message spoken slowly and clearly
- Not too many options on initial response
- Cancel Appointment option
- Information about queue position

It was agreed that members of our reference group would be circulated with an initial proposal for our telephone welcome message and options. Their feedback will be taken into account before recording our messages.

Suggested Areas for 2013/14 Patient Survey

Surgery Times

Physical access to buildings/services

Telephone consultations by appointment

Review of past areas, i.e. modern technology, Same Day Illness Clinic

Other Areas our PRG felt need addressing:

Complimentary therapies

Gill explained that although the Practice was not averse to complimentary therapies but this was not practical at the moment because of lack of consulting room space.

Covered Bike Parking

It was agreed to advertise that patients could use the covered bike shed usually associated with "staff bike parking".

If a case could be demonstrated that there was a great need for covered bike parking, the possibility and cost of covering the two bike sheds at the front of the building would be looked at again.

ACTION PLAN

1. Capacity -v- demand for GP and Nurse appointments
2. Advertising campaign re What's Available

3. Survey PRG re Telephone Options/Surgery times/telephone triaging
4. Physical access to services
5. Review of past Action Plan

Feed Back from Mrs Vera Batchelor on Exeter WIC Meeting 19th June

A meeting had been held to discuss the future of community services in Exeter, particularly the two Walk In Clinics at Sidwell Street and the Royal Devon and Exeter Hospital. Two patients from our PRG attended this meeting and Mrs Batchelor very kindly "volunteered" to feed back to the Group.

Mrs Batchelor reported that she had tried to obtain an update of the findings from this meeting but unfortunately, to-date, nothing had been received, which was disappointing.

Mrs Batchelor found this meeting very interesting and concerning. It had been explained that the Walk In Clinic at the Royal Devon and Exeter Hospital is going to have to move. The Clinical Commissioning Group is therefore looking at the future provision of walk in services and it is possible that one of the clinics may have to close. No decisions have been made to date. Mrs Batchelor is happy to report further once she has received an update on the proposals.

Feed Back from Mrs Eileen Barber and Mr Michael Morgan re PPG Meeting held at Westbank Practice, 16th July 2013

Unfortunately, our meeting had over-run and Mr Morgan had another commitment so had to leave before being able to feed-back. Mr Morgan was contacted and very kindly emailed his feed back which follows Mrs Barber's.

Feed-back from Mrs Eileen Barber:

Mrs Barber explained this was hosted by Westbank Patient Participation Group, which comprises patients of Starcross and Exminster Surgeries. It was attended by members of 16 other PPGs from across the Eastern area of the NEW Devon Commissioning Group, as well as officers from the Clinical Cabinet of the Eastern area of the Commissioning Group and Dr Perkins from Starcross Surgery.

She reported that PPGs can have a very strong influence in decision making at the Health Centre and wondered whether our Group should consider forming an independent PPG?!

This is something that she would like to take forward for consideration at a future meeting. Gill agreed that the Practice would be happy to facilitate this.

Feed-back from Mr Michael Morgan:

The Clinical Commissioning Group for Northern, Western and Eastern Devon (covering us!) spends approx £1.1 Billion pounds annually. The CCG speakers felt it was money much better spent now that GPs and Doctors were in charge, rather than the previous Primary Care Trusts. They promised always to give best value for all NHS users, even if some contracts were given to large private sector organisations.

It was emphasised such meetings as the one Eileen and I attended at West Bank would be regular, and the public and PRGs would be listened to carefully for their views and ideas as we were important to the success of the CCG.

The CCG has a monthly newsletter, as has the 'Healthwatch' organisation and also the campaigning 38 Degree group, for anyone wanting further information and background. There are many other internet sites available too. Mr Gordon Read was at the meeting, and he is very active locally raising questions for the CCG and replying to consultation documents. PRGs also have a role replying to CCG consultative documents.

More clarity was needed on the Health Education and Promotion activities locally, since the Local Council now has these among its responsibilities. There will still be a health promotion profile for the CCG, and ways to liaise with the Council are being explored for joint working on this subject.

OTHER

One group Member requested that we bring to the attention of our Group a forthcoming Dinner Dance in aid of Mardon being held at Reed Hall, The University of Exeter on Friday 20th September 2013, cost £30.00.

If anyone is interested in attending this please telephone Mardon 01392 208580 for tickets.

The meeting concluded at approximately 8.45pm.