

QUESTION AND ANSWER SESSION

Following Meeting with PRG Members 27th February 2012

Q. *Would there be a dedicated telephone line for the "Same Day Illness Clinic?"*

A. Not at the moment but if it was found that the general appointments were freed up with this system, the Health Centre would be happy to look at further improvement i.e. new telephone system. The Practice is now looking into a new telephone system see -ACTION PLAN

Q. *Could the Nurses have a dedicated line as it was felt this would relieve the pressure at 8.30am?*

A. Again, if it looks as though this new appointment system is working well, the Health Centre would be happy to re-meet with the Group and see what additional changes could be made. The Practice is now looking into a new telephone system see -ACTION PLAN

GH appointed out - if we had extra staff and extra telephone lines at the moment - although the calls would be answered straight away - there would be no benefit as we have no appointments to offer!

Q. *What about having a system that encouraged URGENT CALLS between 8.30 - 11.30 with Routine calls after that?*

A. Again, if we look into a new telephone system this would all be taken into consideration. To be discussed at a future PRG Meeting. The Practice is now looking into a new telephone system see -ACTION PLAN

Q. *Could this new Centre be piloted for say 3 months?*

A. Yes, it would be piloted for a trial period of approximately 6 months with a further meeting with our PRG in approximately 4 months to see if anything needed "tweaking".

Q. *Could the existing appointment system allow pre-booking of appointments 4 weeks in advance so that when a GP asked a patient to come back in one months' time - the patient could go straight to Reception and book that appointment, unlike at present when the appointment system only allowed pre-booking 3 weeks in advance.*

A. GH agreed that the existing appointment system would be opened up to allow pre-booking 4 weeks in advance. **Now part of ACTION PLAN**

Q. *Could a member of staff ring patients, say two days in advance of their appointment like the Dentists do?*

A. GH explained that this would not be possible but we did offer MJOG which is a text messaging system whereby patients who have registered a mobile telephone number would receive a reminder text message 48 hours prior to their appointment.

Q. *Could the Health Centre be open through Friday lunchtimes i.e. 12.30 - 1.30pm (we are closed at present for Protected Learning Time).*

A. GH explained the reasons for this Protected Learning Time and just how important this was to allow all staff time for training/meetings/discussion etc.

Q. *Could the Duty "Same Day Illness Doctor or Nurse" be available during Friday lunchtimes?*

A. This was something that could be discussed at a future date when the "Same Day Illness Clinic" is up and running successfully.

Q. *Can we book on line?*

A. It was agreed that this would be looked into. **Now part of our ACTION PLAN**

Q. *Can we cancel on line to help free up the Reception telephone lines?*

A. Again, this would be looked into. **Now part of our ACTION PLAN**

GENERAL

GH explained at present we do have a facility for "self check in" but unfortunately there have been difficulties in getting this to work for the Nurses Clinics.

GH agreed that the "self check in monitor" would be moved from the downstairs Reception area and re-located upstairs for patients to self check in. In turn this should allow the "Upstairs" Receptionist to answer the telephone - which would help relieve the pressure on the main Reception Desk downstairs.

When CHD patients are given their CHD Clinic appointment could they be given a little more time to book their blood test appointment? - *this request has been passed to the relevant Nurse.*

In conclusion it was felt our first PRG meeting was very constructive and a lot had been learned on both sides.

We agreed to take forward the proposal for a "Same Day Illness Clinic" and our Action Plan would be centred on this.

We have provisionally agreed to meet in 4 months time to discuss how this new idea was working and then possibly take forward other ideas.

It was agreed that a comprehensive advertising campaign would be needed and this should include; the local library, Age Concern, local Traders Association, along with posters in the Health Centre and on our website as well as informing all our patients, to ensure everyone was aware of our new system. GH pointed out that we had to accept this would not be sorted out on day one!

The meeting concluded at 7.30pm.