

Huntingdon Road Surgery Patient Group Committee Meeting Action Notes

2nd October 2019

Present: Jennifer Deegan (chair) (JD), Mike Hewins (MH), Robert Sanders (RS), Neil Paterson (NPP), Dr Antony Flinn (AF)(for first half hour), Sue Mudie (SM).

(Where SJJ is mentioned, this refers to Sarah-Jane Jarrold.)

Apologies: none.

Minutes: Jennifer Deegan

1. Increasing PG mailing list membership

Can checkbox on registration form be opt-out rather than opt-in? No. Currently no mention of PG on registration form. JD designed new sign-up form. (Appendix 1)

ACTION AF: New form to be distributed to new students the following week.

2. Clarification of the role of the PG committee

Confusion about what PG can do to be most useful, while avoiding doing anything risky.

AF suggests following:

- a. Contact colleges and ask for student welfare reps to join committee **ACTION:JD**
- b. Write articles for newsletter, to be put together by SJJ.
- c. Submit items for website, which is then edited by SJJ.
- d. Distribute leaflets and posters to colleges and local noticeboards.
- e. Make videos to be shown on waiting room tv or on website.

ACTION:JD to make video showing patients how to use online appointment booking system.

ACTION RS: To test video on his own flat screen tv, and bring to next meeting to test on waiting room tv.

- f. Research green issues, like how to recycle medical devices, and using electronic prescription service.

ACTION JD: Look into asthma inhaler recycling.

- g. Spread the word about surgery plan for lifestyle improvements including Parkrun scheme, possible cycle-to-work day and chariots of fire run. Could include posters to show in waiting room.
- h. Think about “patient experience” and feed back ideas on that.

3. Communication between the surgery and patient group

Plan agreed:

Questions sent by the PG by Thursday of one week will be asked at the practice meeting on the following Monday, with the answer sent after the meeting.

If no answer is sent after the meeting, it means that the practise is very busy. In this case the PG will then not bug SJJ and NPP by email, but will put their feet up and wait to hear back in due course or at the next meeting. Everybody happy.

4. Booking flu appointments online

Can SystmOnline be changed so flu jabs can be booked online? No.

If this change was made, then all patients would see appointments with all GPs, and the list system, by which people only make appointments to see their own GP, would fall apart.

All agreed that the continuity of care offered by the list system was the more valuable of the two options here.

5. Changing GP

Question from a patient via PG about how to change to a different GP's list. AF explained that this is easily done, by writing to SJJ. **ACTION JD:** Pass on response to patient.

6. Discussion about shortage of funds for referrals

NPP explained that GPs are not allowed to tell patients that private treatment is available in situations where the patient does not meet the conditions for NHS referral.

ACTION: Discuss how PG could help the patient population to save NHS funds to enable more referrals. e.g. Reduce non-attendance at appointments, encourage people to ask pharmacists instead of GPs, and encourage people to return mobility devices when no longer needed.

ACTION NPP: Try to change text notification of appointment to the day before appointment, rather than day of booking.

7. Autistic spectrum diagnosis

Discussion on the difficulty of obtaining ASD diagnosis. **ACTION NPP:** Look into finding a speaker on this subject for an open meeting.

8. Questionnaire

We discussed the questionnaire results provided by Jean Harding who did the analysis. (Appendix 2)

9. Next meeting

The next meeting was set for Wednesday 6th November at 6.30pm

Huntingdon Road Surgery Patient Group

This voluntary organisation provides a communication bridge between the staff at the surgery, and our patients.

We discuss how best to look after our particular population, with its unique range of strengths, talents and health needs.

- I would like to receive email updates from the patient group.

Email:

- I would like to volunteer to join the steering committee.

Name:

Huntingdon Road Surgery Patient group is a member of NAPP:



**National Association for
Patient Participation**

The national voice for patient participation in primary care

Appendix 2

Quick Questionnaire Results

26 people responded to the questionnaire in the second half of June 2019.

Making an appointment.

1. How do you make an appointment and what difficulties have you experienced?

17 (65%) people make appointments by Phone.

13 (50%) people make appointments In Person.

Of these two groups 4 people do both.

5 (20%) people make appointments Online (SystemOnline) 2 of these also make appointments by Phone

One person commented that “SystemOnline never seems to work for me”

2. Difficulties.

8 people reported No problems and 4 people made no comment about difficulties.

Difficulties by phone were with long waits (4 comments)

“the system says 5 mins but its usually much longer, but staff are lovely”

But: “small wait between 7 mins max and 2 mins min at 8.15 is not too bad.”

2 respondents beg for the music to be changed.

1 respondent comments that the difficulty is getting an appointment,

another that when a midwife at the surgery had to cancel an appointment there was no appointment for the next week.

Making an appointment in person was a problem when it was too difficult to hear “too many people around”.

3. Does the checking in screen work for you?

23 (88%) replies said Yes 2 said No 1 said sometimes

4. Asked about suggestions re privacy at the front desk

4 people said they had No suggestions, 11 did not comment. One comment was simply “No privacy” another was “it’s good”.

Some people felt that noise was a problem: “where are the boards?”

or hearing or being overheard: “it doesn’t bother me but I can hear”. “when collecting prescriptions I’m required to give my name and date of birth etc” was a lament.

A glass barrier was suggested by 2 people; the need for a small sound proof space was mentioned, or the use of a vacant room. One person reported this being done when the receptionist noted her need for privacy.

5. Are you aware of the 'extended hours' appointments

19 (73%) replies said **Yes** 7 (27%) replies said **No**.

Have you made use of them?

6 replies said Yes. 19 (73%) replies were No One respondent did not answer.

If not, why not? 9 (50%) of No replies said that they had not needed them; of these 3 said that they were regular attenders at the surgery or always managed to get a day time appointment and 1 said that they left these appointments for those who were not free in the day time.

1 reply said they didn't know about days and hours, another said "didn't ask"

2 said other places were tricky to get to or too far.

1 said "will in future". Another suggested "flag up more on website"

1 reply answered No, they were not aware of extended hours, but answered Yes, they had made use of them!!

JWH 19/9/19