

HOPE FAMILY MEDICAL CENTRE

PPG Meeting held Tuesday 12th June 2018

Present: HJ, AP, BR, SJ, PC, NV, JT, DK, KS, JG, WP, SP, DH and GH.

Apologies: MG, KT, KE, EO, and EO'R.

Minutes of the last meeting

HJ welcomed everyone to the meeting. The minutes of the last meeting were reviewed.

Matters Arising

My Health Online

11.5% of pts now have registered for online access. As a result we have now increased the number of appointments available to be booked via this method. DK queried that the same email address could not be used for both man and wife. HJ suggested an alternative method to register and will contact DK about this.

GP Vacancy

2 applications for the GP vacancy have been received. A further two potential candidates came to view the Practice but decided that the commute was a little too far. The Partners are due to discuss the applications at their meeting on the 19th June.

Practice Newsletter

Following on from the suggestion of a newsletter there is a plan to launch the newsletter in September to coincide with the Flu vaccination season and help inform patients about our flu clinics.

Practice Update

New Clinical System

The Practice has opted for Vision as the new clinical system to be implemented next year. 73% of practices in Wales have also opted for Vision as opposed to 27% who have opted for Microtest, the alternative. The Practice felt that whilst both providers have a lot of work to do in the next 9 months developing their systems, Vision is a more established company and we felt more confident that they can deliver what has been promised.

DH asked as to what effect it would have on the Practice. HJ informed that there was an all Wales group meeting to discuss the impact on Practices and that it is hoped that funding, to provide locum cover which enables the GPs to have training, will be provided. The Practice is also doing a lot of preparatory work to clean up the current system so that content that is not used now doesn't get transferred i.e. templates and letters.

JT asked what, if any would be the impact on Patients. HJ advised that there will be some disruption in the week of the transfer as there will be a couple of days where we have no computer system and so it will be emergencies only. We will also be asking patients to order repeat prescriptions early (as we do at Christmas when we are closed for 4 days). It is unknown at present how online services will be affected. It is hoped that they will find a way to transfer all patients with online accounts from one system to the other but at present we don't know.

Telephones

DH commented on how well he thought the new telephone system was working, particularly at 8am, other members agreed. HJ advised that the queuing at the door had now been stopped and this too had been very successful. Extra staff have been made available to answer the telephones

at 8am to reduce waiting times. HJ asked the group if anyone had experienced any difficulties in getting through to the Surgery in the day as some comments had been received in relation to this. The telephones are very busy and the Practice is looking at ways to reduce wait times.

Patient Survey

The survey ran throughout the Month of May and we have had 49 responses. Results are still being collated with a full report going to the Partners meeting on the 19th June. The full report will be presented to the group at the next meeting. Preliminary analysis shows the usual issues of contacting the Practice and being able to book appointments. The full report will include considerations for improvement.

Group Activities

Logo

As part of the review of letters and templates we are looking at introducing a logo for the Practice. We have asked staff for ideas and the Group are also asked to submit ideas/comment on options. Attached are some preliminary ideas. We do have to be careful of copyright laws. NV offered the name of a local designer who may be able to offer assistance in finalising the chosen idea.

Any Other Business

GH raised concerns about the possible transfer of patients from surgeries which may close in the local area. HJ advised that in the case of a closure patients would be distributed via the Health Board to ensure a fair distribution.

GH asked if there was drinking water available for patients. HJ confirmed that whilst the Practice does not have a patient accessible water machine, there is one in the staff beverage bay and the reception staff would get patients water if they requested it.

GH asked if there was a mechanism for alerting staff to particular needs of patients through the clinical system. HJ confirmed that there is and that this is likely to be more visible on the new Vision system. As the alert is added via free text, care is taken to ensure that it would not raise alarm if viewed by a patient.

AH asked if we used text reminders, HJ confirmed we do.

AH welcomed the message on the TV screen relating to the funding we receive as a Practice. The Group agreed that this should be more widely communicated. The Group also discussed informing patients about the cost of missed appointments. HJ to add this to the TV screen and add to the first edition of the Newsletter.

JG asked if the check-in screen was now being utilised by more people. HJ confirmed that it was and that this has also increased the numbers of updated patient details that are updated in particular mobile phone numbers which then allows us to send more text reminders.

Date of the next meeting

Wednesday 12th September 2018 at 7.00pm

