

Patient Forum Minutes

18/02/2020

Attendees: Iris Connaughton, Alan Wright, William & Maureen Graham, Alan Prior, Shelia Harris, Paula Burton, Marian Vause, Colin Hartley, Mark Venables, Bill Venables, Cynthia Rosser, Linda Chapman.

Dr Vanescia Dookie – Salaried GP
Lesley Betts – Practice Manager
Paula Goldstraw – Admin & IT Manager

Apologies: Moyra Carey, Steve Mahoney & Adrian Rudge

1. Matters arising from the minutes of the last meeting

Lesley introduced Dr Dookie stating that she is currently working with us for eight sessions a week. Lesley also mentioned that Dr Pal is increasing his sessions to 8 per week from 1st April and so more appointments should be available.

No one else had anything to discuss from the last meeting.

2. Feedback from members of the Deal Health Patient Forum

Cynthia mentioned that at the last joint meeting they had had a representative from Millbrook to talk about wheelchairs and was promised some information regarding this. Once she has received this we put it on display in our waiting room.

3. Patient Survey Results

Lesley distributed copies of the results of our latest patient survey. She also provided comments from our Friends and Family surveys. She stated that we would make an action plan following any themes the members felt we should follow up on. Lesley drew attention to patient comments, mentioning phones taking longer to answer and appointments taking longer. Lesley asked that any feedback should come to Lesley or Paula if you feel that something needs addressing. Lesley asked that if anyone has ideas for changes or ways to improve things then we will add this to the action plan to change something or make it better.

4. E Consult

Lesley mentioned and there is new software that will be coming called E consult which for our Practice is going live on 17th March. Lesley explained that E Consult will be patient directed and not mandatory, and will hopefully help to manage the appointment demand. Patients would need internet access to use this facility and will answer questions following a pathway, which will then be triaged and actioned by the surgery after being submitted. We hope that this will help to alleviate the phone lines for those that are unable to access the internet, and will stop the queues on the phone and at the reception desk. Lesley handed out the generic patient pathway information leaflet

saying that we will have to work out how it fits in and around the system we already have in place and maybe tweak a few things. Lesley stated that we would like help handing out information leaflets about E Consult; we will also be putting a banner on the website, sending texts and adding information to our correspondence over the coming months. We want to grow this slowly to ensure we have in place all the correct support mechanisms to deal with the contacts that are received.

5. Any other business

Lesley mentioned that we had received an email from a new patient forum member noting that the online services was an improvement but felt that the appointment system was quite confusing. Lesley explained that unfortunately it is down to the software providers and beyond our control. It has been fed back but with only one supplier offering this service they do have the monopoly and may not make the best efforts to improve it. Lesley reminded everyone that Nikki was our online champion and is always here to help anyone that is struggling with the online services, noting that she does not work on a Tuesday.

Corona Virus - We explained that we have protocols in place and we have added guidance and advice on our telephone message and on the website which state if you have any worries or have travelled, or been in touch with anyone from China or from the areas the latest and most up to date guidance mentions, then to stay at home and call 111. As the cascades we receive on a daily basis change so the advice is to call 111.

Nurse Practitioner – Lesley stated that the Nurse Practitioner position was advertised and appointed but due to personal reasons the applicant withdrew. Lesley explained that before we re-advertise the position we want to get a good understanding of how E Consult will work within the Practice, as the skills needed for this position may change. It may be that we need to advertise for applicants with certain experience such respiratory/asthma /COPD management skills.

Dr Dookie mentioned that she feels E Consult will work well in her opinion and she is excited about it. The patient will need to provide lots of information using the template and give a good history and she feels that it will be a shorter consultation but does feel it needs to be someone with confident computer skills. Lesley did say that those who don't have the skill will continue to use the phone line which will hopefully be less busy because of the E Consult option.

A forum member asked whether we may still advertise for a Paramedic Practitioner, Lesley stated that the PCN may in the future hire a Paramedic Practitioner for the local PCN and so we want to look at what we need going forward because we don't want to do something in house and then that needs to change in the future due to duplication in the wider area.

Questions

If using the E consult option online does that mean I can only use this option at a later time?

No, using E Consult does not tie to you using it all the time. You can contact the surgery as you always have, via reception desk, phone etc.

No other questions.

Lesley asked if anyone had any ideas for speakers in future meetings regarding any services that they would like to know more about, then to get in touch.

One member felt that there is a need for more info on the HUB as a lot of people she speaks to do not understand it. Lesley explained the Hub will be changing to the Urgent Treatment Centre in the future so felt that a talk at that moment may not be useful but did say that when the change has taken place we could then have someone attend to talk on the new services.

Date for next meeting: 23/06/2020