

The *AshgrovePatient* Group

MINUTES of Meeting

Thursday 16 February, 2017, 6.00pm – 7.00pm

**Present: Steve Carter (SC – Chair) Terry Hopper (TH), Pat Jones (PJ) Graeam Beard (GB)
Barbara Morgan (BM), David Hardman (DH) Dr Karen Jones (KJ), Moira Moore (MM)**

1.0	Apologies for Absence – Royston Davies (RD), Neisha Gregg (NG)	
2.0	Confirmation of Minutes (17/11/16) – approved	
3.0	<p>Matters Arising (17/11/17)</p> <p>3.0 Suggestion – could the practice send SMS messages to those with normal test results? Follow-up appointments requested by GP - It was suggested by the group that when a GP asks to see a patient back in surgery that the GP book the appointment at that time. SP explained that this was not best use of the GP resource and receptionists were best placed to book appointments. It was requested that diaries be open far enough in advance for this type of appointment to be booked. SP explained that DNA rates increase when appointments are booked too far in advance and also such a change to the diary system would require a huge change in practice protocol. The group would like the suggestion to be put to the Practice. – MM reiterated the feedback provided by Sarah Powell at the time, however with future development of the MHOL portal, the visibility of normal test results could be an area that patients would be able to access such information.</p> <p>4.0 CHC – the group found the presentation by Rowena Mills very informative however despite confirmation that information had been placed upon the TV screens within the surgery they had not personally viewed this. MM understood that Sarah Powell had placed the information on the screens the day after the meeting in November, and therefore revisit this with her.</p>	MM
4.0	<p>Premise Improvements – MM was pleased to confirm that a platform lift was being installed at the practice next month which was a very positive development to aid both disabled and elderly patients. Suitable comms would be provided to the patients in the coming week advising them of this latest improvement of facilities at the practice. MM advised the group that for practical reasons the lift would be gated to safeguard appropriate access by the aforementioned patients, and that the reception team would be there to help and support. After some discussions it was agreed to arrange some publicity via the Pontypridd Observer and MM felt it was a good opportunity to also raise the profile of the Patient Group.</p>	MM
5.0	<p>Access – 2017 Project</p> <ul style="list-style-type: none"> DNA's - MM outlined the discussions held with the SC/TH/PG in December with a view to help supporting the practice work towards reducing the number of appointments wasted by patients who either fail to turn or forget to cancel. Therefore MM presented some preliminary slides for displaying on both the TV Display and Practice Website to the members whose initial thoughts were that they needed to be reduced. Members would review these and feedback following their planned meeting next Wednesday. GB highlighted that although it is a difficult area for practices to manage, if the Welsh Government were to 	Members led by SC

	<p>roll out a national campaign highlighting the impact of patients not turning up for appointment, it would be a far more powerful message across the board. After some discussions it was agreed that MM would raise this question with the LHB on behalf of the patient group.</p> <ul style="list-style-type: none"> • Patient Questionnaire – MM outlined the opportunity for the Patient Group to carry out an exercise to capture feedback from the patients which would be over and above the Practice Questionnaire exercise. It was agreed that the group would meet at the practice next Wednesday – MM will arrange a room – to agree on the five questions they will use and then agree the week in March they will spend time in the waiting areas sitting down with patients to go through said questions. MM outlined that the results would then be included in the results of the Practice Questionnaire which is submitted to the LHB, and filed on the practice website. MM also highlighted that this exercise would help raise the profile of the Patient Group. BM will co-ordinate with the member and provide MM with the agreed list of questions by the 28 February. MM will then arrange for Sarah Powell to co-ordinate the arrangements. • Replacing Patient Charter – MM confirmed the need to update what was an antiquated document and provide an updated agreement that was fit for purpose in today’s climate. Therefore MM provided a draft “help us to help you” document for the group to review and feedback by the 28 February. This would then be collated and uploaded on to the practice website, TV display and included in the Practice informational booklet. • Winter Pressures – KJ outlined examples of the impact that “winter pressures” have on the practice and patients with the pressures on “Access” increasing each year. Hence why the need to educate patients on the importance of turning up for their appointment or cancelling if no longer required. The main impact of DNA’s is the lengthening wait for patients booking routine appointments and the frustrations felt by all concerned. Sadly this pattern is being seen across ALL practices and is therefore not just a local issue. MM highlighted that Public Health Wales had rolled out training under the “make every contact count” to support staff to direct patients appropriately within Primary Care, and to understand that GP Practices are not able to deal with ALL medical issues e.g. patients with eye problems should make an appointment to see an optician or patients with mouth problems should see their dentist. The other main pressure area for GP Practices is patients seeking medication that they could see their community pharmacist for and purchase “over the counter” medication. Further work in directing patients accordingly by Practices will gain momentum this year to help ease the pressure on Access at GP Practices. 	<p>MM</p> <p>Members led by BM</p> <p>Members led by PJ</p>
6.0	<p>Practice Website – Patient Group Page – MM circulated an example of the type of information that could be displayed on the practice website and tasked the group to review this and feedback to PJ as it would be good to have this in place within the next four weeks. PJ to co-ordinate relevant review with members at the planned meeting next Wednesday and update MM</p>	<p>Members led by PJ</p>
7.0	<p>AOB – The contact list of Patient Group members was reviewed by the group as some initial members had fell by the way. The revised list was ratified and MM will send this to PJ to share with the members.</p>	<p>MM</p>

Dates of Future Meetings – 6.00 – 7.00pm

- 27 April, 2017
- 13 July, 2017
- 19 Oct, 2017

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