

## PATIENT PANEL MEETING- 16<sup>TH</sup> MARCH 2017

### **Attendees:**

#### **Practice Members**

Kim Cockerill, Emma Page, Rosemary Parkes, Keith Powell, Gemma South, Shirley Gibbs.

#### **Patient Members**

4 Patients attended

Emma introduced herself as new Practice Manager.

Keith introduced himself as Business Manager.

CQC inspection-We had a CQC inspection mid-August 2016. Overall we got a Good. They were happy with the services, just a few things to make changes to. Need electrical work which has been arranged for a week on Saturday. Also there was a new fire risk assessment, requiring small changes to the doors

Chronic diseases- We are improving the recall system with the IT support.

Avoiding unplanned admissions- next year the NHS will not be continuing with this.

Melbourne House- Dr Davies does a ward round once a week and we have found this is reducing the number of home visits on a daily basis.

Community Matron- Monthly meetings are held with the community matron (Ann Storer), which we find also reduces the number of visits. Anne Storer is able to prescribe.

Interpreters - We have been informed that hospitals will not pay for interpreters, instead they encourage the patient to bring a family member.

We now have 7026 patients-gone up 10% in last 12 months. We are finding that we run out of appointments quite quickly, so we are going to take another look at boundary areas. We are also to check GP and patient ratio. Insurance reports/ paperwork also take up much of the doctors time. We are close to capacity. A patient asked if doctors could not have a final say about the number of patients at the surgery. We are unable to close out books, but Emma said there are a lot of students in the area and the patient numbers go up and down. If we had a much bigger surgery, patients would not have a choice who they were seeing.

Telephones- Between 1-2pm Mondays, Tuesdays, Wednesdays and Fridays and from 1pm-6.30pm Thursdays West Midlands Ambulance Service man the phones and after those hours it is 111. West Midlands Ambulance Service contact the doctors at the surgery if there is someone they need to see or something they need to let doctors know. It was also raised that appointments can be made at the walk in centre to save the long waits. There are also 24 hour GP's available at the out of hours service.

Out of hours (extended hours) appointments are bookable till 10pm. Black Pear nursing service provided by CCG-can see a doctor or nurse at various surgeries around Coventry. Tile Hill, Wood End, Stoney Stanton Road. They require all patients details for this service and the doctors are holding back with this. LMC looking into it. The software on computer is also not up and running yet.

A Patient mentioned about face time with doctors, but depending on what the problem was as to whether it would be suitable.

The facility to see Medical Records Summaries online is live. To register for this a form needs to be filled out which is available from reception, along with 2 forms of ID. A password will then be sent out in the post.

Electronic records transfer- has gone up to 50%.

Friends and Family- not getting much response back at the moment.

Prescription Ordering Direct (POD)- We are not using this service anymore.

Parking- Still same issues. We will have to check with the District Nurses, health visitors, community matron if they have permits.

Waiting room- We have chaperone posters on display in every room.

All staff are saying their names when answering the telephone now.

Coldness in waiting room-to be reviewed.

Font size increased on paperwork.

Practice website- Doctors earnings now displayed.

Flu campaign- Flu jabs, they all got used this year but we still could have given a lot more flu jabs. Pharmacies gave 147 patients their flu jabs last year, which means the surgery lose out on £7 per vaccine.

Shingles- there has been a dip in vaccines. They can't be given at pharmacies. The age range is 70-71, 72, 78 and 79.

Frequency of meetings- to be held every 6 months (next one September time).

It was suggested that we email/ text patients to notify patients of injections, blood tests, etc.

Blood test appointments for UHCW (Walsgrave Hospital) can now be arranged online to save the long wait. But remember to still register when you get to the hospital to say you have arrived.