

Patient Panel Meeting 29th August 2019

Attendees: Dr Butt, Emma, Rose, Shirley, Keith, K D L, L K, A T, R B, S L, C N.

Interpreters-LK said interpreters were being booked for appointment but then interpreters not turning up. Emma informed LK that the interpreting service emailed Emma to say they had not got an interpreter available but it was not until after the appointment that she was informed.

New Doctor- Dr Butt was introduced to patient's at the meeting as the new partner. Joined us 1st April 2019.

New Nurse- We have an additional Practice Nurse called Jade who will work upstairs a majority of the time. She will be working every day except Tuesdays. Jade has previously worked at UHCW, Occupational Health and as a Practice Nurse at Birmingham. We now have 2 nurses at the practice which will help with our growing list size.

Matthew- We now have an apprentice called Matthew who works behind the scenes, filing notes, very helpful with administration, etc. He works every day. He joined us in February and his apprenticeship finishes the end of January.

Survey Results- Keith showed patient panel a copy of our survey results. Patients responded by post. There were 295 surveys sent out and had 114 back in. 68% of patients were pleased as they usually get to see or speak to their preferred GP when they would like. We do try and keep continuity of doctors here which patients like. 96% of patients found receptionists at this GP practice helpful. As our list size is growing it is getting more and more difficult.

Patient list size-We currently have 7491 patients at Kensington Road Surgery. We have also had an increase in patients due to Green Lane surgery being closed, and that road is within our boundary area. We have contacted the CCG regarding reducing catchment area.

We have had 1300 new patients since January 2019, therefore meaning extra work for doctors and nurses.

List size- hopefully we can cap our list size for a while. PPG agreed to support the surgery. CCG will approach other surgeries in September to warn them. Additional family members will still be able to register if slightly out the new catchment area.

ECG's- We now have a new ECG machine which puts the data straight into our Emis system.

Winter Locums- we will be having 2 locums, 1 on a Monday and 1 on a Friday to help cope with the winter pressures. We are also looking at getting an additional salaried GP for 2 days. Looking at candidates at the moment.

Network- There are 50,000 patients in our network. We now have Dermoscopy and Microsuction clinics that we can book into at Forest and Woodside Medical Centres. This is to try and relieve the pressure on the hospitals. Emma attends regular network meetings.

Redacting Information- we are looking in to purchasing a programme for the computer that automatically redacts the information on patient's notes when requested by third parties. At the moment Doctors are redacting all the information manually.

Extended hours- We have a service called Black Pear which is run by the GP Alliance which offer appointments from 6.30pm -9.30pm Monday – Friday and weekend appointments 9 -12 noon or 10-1. They are based in Coventry, Rugby and Nuneaton. It is very convenient for people who have other commitments/ working. Black Pear have Doctors, Nurses and Advanced Nurse Practitioners. Nurses give injections but they must have a prescription from us first so that they can take the actual injection to the appointment with them. Doctors that work at the Black Pear service tend to be locums at our surgery. To book in with Black Pear you phone Kensington Road Surgery or alternatively if we are closed 111 can also book into this service. Emma has

ordered stand alone posters so that we can advertise this service more as it does help with our growing list size.

Telephones- When phoning the surgery we were informed that appointments all tend to have been taken beforehand. Also patients are trying 4-5 times and there is still no answer. It was noted that there tends to be a big queue at 8.30 for reception as well.

Emma will be in contact with MPS to take off the man's message on the phones so that it doesn't put you back on hold and lost in the loop again. CN said she was on hold for 25 minutes and then cut off. Mondays are extremely busy on reception and Tuesdays after bank holidays. Emma suggested that we will look in to moving members of staff around to see if we can tackle the problem. Also because there is a lack of appointments it is taking longer for the receptionists to answer calls. We are looking in to getting another GP so that we can offer a lot more appointments.

Phones are still cutting off- Emma will look into this.

POD- we thought moving the prescription line over to the POD would make it better for patient's to get through on the phones but it hasn't improved things the holding time on the phones. Although the POD is working well and patients can still order prescriptions on line or put in the black box in reception.

Vulnerable Patients-CN mentioned that she has been told there are no appointments available and as a carer for a vulnerable patient occasionally needs an urgent appointment. Emma has created some forms for vulnerable patients for carers to complete and then the surgery will put an alert on patient's notes to make receptionists aware.

Patients would like to know where about they are in the phone queue.

We talked about extended access going in to network size (Go West). This may be extended city wide if appointments are still there in the evenings.

Emma will look in to finding out if there is any funding available as we have outgrown the surgery.

Dropped kerb and broken kerb on the end by garage- Emma has not got anywhere with chasing dropped kerb. Now got link with council. Will try again. SL will contact Emma with details of local counsellors, as there are 2 new counsellors.

Rose- Practice Nurse- will be reducing her hours in November.

Flu jabs- over 65 jabs will be arriving end of September, Under 65 jabs will be arriving October time.

Chair of our PPG is also the chair of Coventry Health Watch. He said this also gives patients a voice across the city. They are currently looking across the city at various practices participation meetings, this surgery is doing well.