

PATIENT PANEL MEETING

THURSDAY 30TH NOVEMBER 2017

Attendees:

Practice Members:

Emma Page – Practice Manger

Keith Powell – Business Manger

Dr Cockerill – Practice GP Partner

Rosemary Parkes – Practice Nurse

Patient members:

6 patient members attended

CQC re-inspection – Emma spoke about the re-inspection carried out by the care quality commission that took place on 18th July 2017. After having our first inspection in August 2016 we needed to make improvements to a particular area of our work. We worked hard over the next few months looking at recall systems. We have now been given an overall rating of good. This information is now available to the public on the CQC website. There is also a copy in both waiting room at the surgery.

Recall systems – After looking into the recall system we had in place we have developed with the help of an IT consultant a new system for calling patients in for annual reviews the Dr's and nurses. We can now see clearly which patients need to come in and generate invite letters based on the searches. We have employed a locum nurse that has worked here before to work every Friday in December and January to help deliver the reviews.

Flu uptake - Emma spoke about the flu uptake. It has been much better this this year and we have nearly hit target on all under 65's with long term conditions that are eligible for the flu injection. We have employed a HCA from another surgery to work 2 Fridays over the last month to help with the administering of the vaccination. The pharmacist giving flu jabs was also spoken about as we have a lot of patients going to them for their flu jabs. Not much we can do but advise our patients to come to the surgery as we buy then in knowing how many patients need them.

Medication shortage – We have been informed that we are not being able to prescribe Felodipine at the moment as there is not any available at the moment. All patients have been changed to Amlodipine. Emma unaware of any side effects but will get in contact with the medicine management team when they are back at the surgery. Patients have been advised to see the GP if they are feeling unwell on the new medication.

Electrical work – After having the 5 year electrical test there was some work that needed doing. This has now been done.

Wi-Fi – Keith and Emma both recently attended an IT update from the CCG. It was discussed that all NHS building will have WI-FI from the middle of next year. This will include GP surgeries. The surgery is also getting new fibre broadband in the next few months.

Door to the Doctor's – this is kept locked for safety reasons so that patients cannot just walk through at any time. The door is opened by a member of reception staff when Dr Nagra calls them through also when people book in at reception for the other DR's upstairs. An automatic door would not work as it would defeat the security aspect of it.

Patient size – The patient size is growing fast at the moment. We have had 170 new registrations in 6 weeks. A local surgery is closing at the end of the year so we have had a lot of their patients register with us. We were not informed that this surgery was due to close. Keith is in talks with the CCG at the moment to see if there is any support available to help with the growing patient numbers. As a surgery we have now got a locum GP coming in every Tuesday afternoon in December this provides an extra 12 appointments.

Extended Access – We are in the process of signing up to the GP Alliance. This will give us access to extended appointments. There are three surgeries in Coventry that provide late night and weekend appointments that our patients will have access to. Information will be displayed in the surgery once this service is available.

Telephone Systems – In July of this year we started a new contract with another telephone communication service. We have a separate line for prescriptions we found this to be working well. The phone system has the ability to retrieve patient's notes using the phone number as you call in. At the moment this is not in place until we have a robust firewall in place. There have been some teething problems with phones cutting out but we are liaising with the company to rectify this.

On-line services – We have a lot of patients now using this service. You can book appointments, order prescriptions and see your medical notes which include test results, problems and immunisations. Forms can be collected at the reception desk. We require photo ID when applying for online services.

Interpreter service – We now have to use an on-line service to book interpreters. At the moment there is a shortage of interpreter for a few languages. They try up until the date to find one. We recommend that patients see if a family member can come along to the appointment to help.

Emma Maternity Leave – Emma is due to go on maternity leave on Friday 8th December. Shirley Gibbs will be covering Emma's duties while she is away. Emma is expected back at work on the 4th June 2018.

A.O.B – One of the patient panel member's suggested we have a drop curb outside the surgery. Emma said she will look into this and contact Coventry City Council and find out if it could be done.