

**NOTES FROM PPG MEETING
FRIDAY 8TH MARCH 2013
LEATSIDE SURGERY, TOTNES**

PRESENT

**Janine Payne (Leatside)
Dr Nikki Grant (Leatside)
Sister Ali Cull (Leatside)
Six patients attended, 27 patients on the virtual group**

Janine welcomed everyone to the meeting and introductions were made, Janine asked for a volunteer to chair the meeting, those present suggested Janine act as chair.

Apologies were received with feedback from; Helen Beetham, Sally Lougher, Alison Alexander.

The notes and actions were discussed from the last meeting which was held on 15th March 2012, these are below:

BETTER USE OF INFORMATION AND TECHNOLOGY

- Electronic booking of appointments
- Texting reminders of appointments to patients
- Ordering prescriptions on line
- Ability to use e-mail for non clinical enquiries
- Promote Leatside website for all services that are available to Leatside patients.
- Promote use of self check-in screens in reception area

IMPROVE AVAILABILITY OF ROUTINE APPOINTMENTS BOTH ON-LINE AND VIA THE TELEPHONE SYSTEM

- Target to be able to see a doctor routinely within the same week
- On-line appointments not to be so far in advance
- Enhance skills of reception staff to signpost patients appropriately, therefore, freeing up appointments

**DEVELOP MORE HEALTH SERVICES WITHIN THE LOCAL COMMUNITY.
PROVIDING SECONDARY CARE SERVICES IN THE LOCAL COMMUNITY HOSPITAL AND GP SURGERY**

- Diabetic care
- Ophthalmology services
- Follow up outpatients
- Ear Nose and Throat services

Janine, Nikki and Ali updated the group on the progress against the planned actions and we had done a great deal to improve the IT functions at Leatside namely:

- New website
- New check in screens
- On-line facility for appointments, registering, prescriptions and many more options.
- Texting appointment details was available.

There was discussion around the texting service, could this be extended to landlines? Patient confidentiality is always of paramount importance to the practice and we need to be sure the message is left for the correct patient. Although this could still be a problem for patients' mobile telephones and keeping up to date with changing telephone numbers was always a challenge.

A suggestion from the patient group was for the text reminder to state the day of the appointment as well as the date and Janine agreed to look into this **ACTION**.

The new website was discussed and overall it seemed to be popular. A couple of suggestions, what was the practice e-mail address? Leatside.surgery@nhs.net Janine to make sure this is clear on the website. Could the tab for prescriptions be made a little larger? Janine to check. **ACTION**.

A new patient information pack has been developed and had been circulated with the agenda, this contains all the information a new patient should need to know when joining Leatside, the information is also available on the website, but not all patients are able to access the internet.

The installation of our new computer system took place in October, this enables us to move forward with the technology required to make patient information easier to access for our doctors and also includes greater functionality to take advantage of new systems as they are introduced by the Department of Health.

The next improvement due which we will implement on April 11th 2013 is the Electronic Prescription Service, this enables patients to nominate the chemist of their choice and when they order their prescription it is sent electronically to that chemist. This will hopefully make the whole system more efficient and ensure prescriptions are not lost or delayed, as this currently wastes a great deal of time for patients and staff.

NB Because of this new system we are changing the times of the prescription line with effect from 15th April, the direct line for prescriptions will now be open from 10.00 am to 1.00pm Monday to Friday and 2pm – 4pm on Mondays only. We have delayed the start of the line in order to free up telephone lines in the morning for patients to make appointments

The practice had conducted another patient survey from 10th – 12th December with the help of the Peninsula Medical School and the University of Cambridge, the results of the survey were circulated with the agenda and will be posted on the website. 1014 questionnaires were distributed and we had a 65% return rate. The questionnaire focussed on the topic of access to see a doctor or nurse at Leatside. Overall the results were very pleasing; the results will enable us to look at areas that have caused concern, i.e. our telephone system and the attitude of our reception staff.

We are still struggling to meet the demand of patients to the number of appointments available, this is an ongoing problem across the whole of the NHS, exacerbated by the large number of 'bugs' going around at the moment. This is an issue that is discussed by the partners at Leatside every week and is a very high priority.

Nikki updated the group on the occupancy of Leatside as one patient had asked how the occupants are decided upon. All of the building is now leased to organisations that are allied to wellbeing. These Leases vary from five years to 20 years. The building was extended for the purpose of offering additional convenient services to patients and was entirely privately funded. The organisations within the building are not endorsed by Leatside surgery and patients have the choice of using them or going elsewhere to access similar products or services.

The practice produces a regular newsletter to try to keep patients informed of changes within the NHS and also within Leatside and Totnes. The patient group were encouraged to contribute to that process with any information that would be of interest to the patients of Leatside.

One of the patients of Leatside Barry Wheeler, is currently representing Totnes patients on the new Clinical Commissioning Group Patient Forum which feeds into the larger Strategic Patient involvement Group. We are keen for all of the patients of Totnes to have a voice on the Health services available locally and the Leatside Patient Group is the starting point for that process. The

Leatside Patient Group should and could exist independently of Leatside Surgery and the surgery would encourage and support this in any way that was felt to be of use, which is why all the current patients that have expressed an interest have consented to sharing e-mail addresses to hopefully start the ball rolling.

Leatside is happy to provide the room and tea and biscuits and attend as and when invited to update and receive feedback from the group.

As from 1st April Leatside Surgery will be registered with the Care Quality Commission and part of the process of regulation involves patient feedback about the quality of service provided at the surgery, the cleanliness, safety, and level of customer service. The patient group will be invaluable in assisting us in ensuring Leatside Surgery meets all of these standards.

As this was the first 'actual' meeting for some time as the group had been meeting 'virtually' it was agreed to arrange another meeting in the not too distant future, perhaps June? Hopefully a natural chair will emerge from the group to drive the group forward with the help of everyone at the surgery.

These notes will be circulated to everyone on the Patient Group circulation list, if the group are happy with their content or wish to change/amend/add this can be done prior to them being shared with the wider population of Totnes through the website and local media.