

# ELMS MEDICAL CENTRE

## Patient Participation Group

### Meeting Minutes

Date 14<sup>th</sup> February 2019

#### Attended:

Diane Cohoon - Practice Manager  
Lauren Keenan – HCA/ Receptionist  
Judith Anderson – Senior Receptionist  
Shirley Franks – PPG Chairperson  
Patient initials: SN, CG, LG, DD, JB, LB

#### APOLOGIES:

No Apologies received

#### FOR DISCUSSION

**Last minutes are accurate and correct**

	<p><b>1) Introductions</b> Diane introduced herself again as the Practice Manager for those who may have not met her in previous meetings and Shirley introduced herself as our PPG chairperson.</p> <p><b>2) Update on Phone system</b> Diane started the meeting off with discussing the changes to the new phone system that we have put in place which include:</p> <ul style="list-style-type: none"><li>• Both reception and back office phone lines are open all day 08.00-18.30 to give patients full access when contacting us</li><li>• Appointments can be booked from 08.00 am now as the phone lines are open earlier</li><li>• We have a queue system with a verbal message to reassure patients that their calls will be answered in a timely manner</li><li>• The appointment line is no longer switched off for 1 hour over lunch, it is on all day</li><li>• The only time we will be turning the phone lines off during the day is once a month during LTI</li><li>• We have an engineer working closely with us to help us with any</li></ul>
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	<p>changes we may need regarding our phone service</p> <p>Diane explained a few reasons why the phone calls weren't being answered straight away, mostly being that our phone service wasn't ideal for what the patients and staff needed for dealing with calls appropriately but we have now implemented the above changes to try and overcome this issue.</p> <p>Diane discussed the possibility of introducing a triage service in the future (usually done by an ANP) to help accommodate patients more and make full use of appointments that are actually needed for urgent issues.</p> <p><b>3) Employment of a new staff member</b></p> <p>Diane discussed the practices' plan to employ another member of staff which will be a full time Apprentice who will work alongside other staff for on the job training as well as completing their apprenticeship for college.</p> <p><b>4) New partners</b></p> <p>Diane informed everyone about the new partners we have, Dr S Kashif &amp; Dr K Syed and the sessions that they work. She also spoke about all of the GP's we have now and how we have a good working GP team offering different session times throughout the week. Some patient asked about Dr Chappell and if she will be returning so Diane explained that Dr Chappell is currently on leave having a break and may be coming back but we are unsure of when at the moment. It was agreed that we as a practice thought it would be a good idea to make up to date signs/leaflets with all of the GP's names on for patients to take away.</p> <p><b>5) Appointments (chronic disease clinics)</b></p> <p>Judith explained that our appointment system has changed slightly as we have now introduced chronic disease clinics to accommodate patients who need regular reviews for things such as Asthma, Diabetes, COPD etc. If a patient cannot attend an appointment during the clinics then we can book them a regular appointment but we are trying to develop a system which works for both the patients and the Nurses.</p> <p><b>6) Care Navigation/ Care Navigators</b></p> <p>Judith explained to everyone that all of the reception/ admin staff attended a Care Navigation training course and what Care Navigation is for. She explained how when patients call us asking for an appointment, we will be asking for specific information i.e. symptoms so that we can navigate them to the best care provider who can deal with their individual issue. For example, if a patient calls complaining of symptoms of a cough/cold then we would care navigate them to the chemist for over the counter treatment. This is a new service with a positive approach to saving appointments for health conditions that need urgent care.</p> <p><b>7) Patient questionnaire</b></p> <p>Shirley explained that we are currently encouraging patients to complete practice surveys to help us update patient medical records i.e. smoking &amp; alcohol status, contact numbers etc. Shirley explained that any suggestions can be put in the suggestion box in reception.</p>
AOB	<ul style="list-style-type: none"> <li>• Patient asked about our complaints procedure – Diane answered questions to explain our procedure and advised patients that there is a copy of our complaints procedure in reception</li> </ul>

	<ul style="list-style-type: none"> <li>• Patient querying what time telephone consultations are made – Diane explained that we cannot give a specific time as it is down to the GP who is calling, however Diane gave some reassurance saying she will speak to the GP's to see how we can improve the waiting time on the day for a telephone consultation</li> <li>• Positive compliments given by 2 patients regarding our in house physiotherapist and Mediscan on how good of a service they provide</li> <li>• Shirley explained that we are trying to encourage more patients from different age groups, ethnicity, gender etc. to join our PPG meetings so that we can get new ideas/suggestions and bring more variety to the meetings.</li> </ul>
<b>Date of Next Meeting</b>	TBC