

THE LAW MEDICAL GROUP PRACTICE

Dr Lucy Abrahams Dr Adrian Richardson Dr Anita Kapoor Dr Justin Sacks

Minutes of Patient Forum

11TH February 2014

Venue: 9 Wrotesley Road NW10 5UY

Chair: Dr Adrian Richardson (Partner)

Practice Attendees: Dr Richardson (partner), Dr Lucy Abrahams (partner), Mary O'Connell (nurse), Secretary: Joanne Williamson, Dr Justin Sacks (partner), Practice manager: Carole Khiari, Reception Coordinator: Stav Nicolaides

Attendees: 16 patients

Action	Item
	<p>Dr Richardson (AR) welcomes everybody to the PRG meeting</p> <p>Dr Richardson discusses presentation regarding the current problems affecting General Practitioner (GP) practices</p> <p>Patient Q.</p> <p>Are GP's too hard on themselves? Is the extra pressure due to increasing expectations of patients?</p> <ul style="list-style-type: none">- <i>AR - Patient care can be more complex now due to factors such as an ageing population. Hospital consultants are much more specialized and this has led GP's to become more of a general physician.</i>- <i>LNA - GP's have 10 minutes per appointment to see a patient, however this is a struggle and ideally appointments would be longer. GP's, along with paediatricians are now the only 'generalists' in the health service.</i> <p>Patient Q.</p> <p>I agree that patients have too high expectations from GP practices. General Medical Council should do more to protect GP's.</p> <ul style="list-style-type: none">- <i>AR - raised NHS choices feedback. Unfortunately people generally only write when things go wrong and rarely feedback to us when we do our job well.</i> <p>JS discusses the results of the recent patient services. On the advice of the last PRG meeting, the practice</p>

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conducted several smaller surveys rather than one large survey.

Online Services

General Increase in patients wanting to book appointments on line, however around 50% of patients was still not aware that the online service was available.

Patient comments:

I prefer to come to the surgery to order/collect my prescription

Website is not user friendly

I have had problems accessing the service – it did not recognize my registration. Also I would like to be able to book my flu jab online.

- There is a restricted eligibility for flu jabs; this may pose a problem with booking the appointment online.

Patients who are eligible for a flu jab could be given an access code to book in the flu clinic online

The online service is very good

JS asks whether the PRG group has any ideas of how the practice can promote online services

- Display information in surgery waiting room
- Add information onto the appointment reminder text with advice that appointments can be cancelled online
- Print information on prescriptions

Out of Hours Service

High percentage of patients were very satisfied with the convenience of the practice opening hours. GP's were rated very highly. Large percentage of patients is keen for the GP to offer extra opening hours.

Patient comments:

Early morning and late evening appointments should be reserved for patients who work.

- *all appointments are available to all of our patients*

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regardless of their working status

JS discussed the HUB pilot. A service developed by local GP practices to provide extended hours for patients when their own GP is not available to see them. The service is available for acute problems only; no routine or chronic issues will be dealt with at the HUB. Appointments can only be booked through the patients own GP practice, though in the future, direct bookings may be considered. There is also a possibility of the HUB service being connected to the '111' out of hours service.

Respiratory

100% of patients are happy with the service provided by the nurses in the practice

Weekend Flu Clinic

Over 90% patients are very happy with the weekend flu clinics. Practice will continue to offer weekend flu clinics.

Patient comment:

I was concerned that I waited for 50 minutes for my flu jab. Plus, I was sent a reminder to book my flu jab three weeks post flu injection.

- practice will look into whether this was coded correctly

Accessing Services

Patients still finding it difficult to get through on the phone, however patients generally find the reception team helpful. More patients would like to be able to have email/website access.

Patients happy with reception team but still concerned with the long queues at reception.

Patient Comments:

Receptionist generally good but some may need more training.

Telephone consultations should be promoted in the practice

- Possible problems include overbooking of service as telephone calls are difficult to manage. Plus practice could not always guarantee a call back on the day.

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- *Practice is looking into email contact*

Need to promote more local specialist services at meetings

- *JS suggests that the PRG could produce a practice newsletter*
- *Patient (TVG) may be interested in producing a leaflet regarding the newsletter – will consider*

Worried I could not get an appointment in the diabetic clinic with Dr St John for three months

- *more doctors in the practice are now trained to run the diabetic clinics so more appointments should be available soon*

AR – Practice is planning to change the 0844 number and is meeting with three separate suppliers in the coming months.

DNA Appointments (Did not Attend)

Of those patients who did not attend booked appointments:

- *Nearly half forgot about appointment*
- *One third did not receive an appointment reminder text*
- *Two thirds were not aware that they could cancel their appointment online or on a separate phone line*

Practice needs to promote to patients the importance of providing updated contact information (mobile phone numbers). This could possibly be added to the practice newsletter.

Phlebotomy clinic

AR – Brent CCG are putting this service out to tender. The practice is pleased to provide this service for patients.

Patient comments:

PT – Have had problems with accessing the service – have not been able to get an appointment for 2-3 weeks.

- *AR plans to review the service with a view to what improvements could be done*
- *JS suggests possible teething problems as it is a new service the practice is offering*
- *JS suggests this could be possible topic for next survey*

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I am happy with the phlebotomy service being available at the practice

Have had blood test done in the practice in the past and much prefer it to going to the hospital

Outcome of PRG meeting

- Raise awareness of online services
- Consider online booking of flu clinics
- Promote local services
- Consider producing practice newsletter
- Change '0844' number
- Practice to consider email contact
- Practice to survey Phlebotomy clinic

Open Discussion

PT – How many full time nurses does the practice employ?

- *The practice has three full time nurses*

PT – Why is there no information on 'Opt Out' forms regarding access to care data.

- *AR – This is different to 'summary care records'. Details are being sent out nationwide in post. The data collected will be anonymous. AR advises patients that data collected is vital for research, however he does understand patient concerns.*
- *SN – advises that if patients are concerned about data being used by outside researchers, patients can choose to put a block on their data being made available to outside agencies.*
- *SN advised information leaflet is available at the practice*

PT – worried that data will not be properly anonymous

- *AR – advises that persons are given a pseudo-number so will not be identified*

Date of next patient forum: To be announced

Minutes taken by: Practice Secretary, Joanne Williamson