

THE LAW MEDICAL GROUP PRACTICE

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

Minutes of Patient Forum

1st October 2014

Venue: 124 Harrow Road, HA9 6QQ

Chair: Dr Justin Sacks (Partner)

Practice Attendees: Dr Justin Sacks (partner), Dr Richardson (partner), Anita Kapoor (Partner), Joan St John (GP), Mary O'Connell (nurse practitioner), Joanne Williamson (secretary), Natalie Tomlinson (Assistant to practice manager).

Attendees: 16 patients

Action	Item
	<p>Dr Sacks (JS) welcomes everybody to the PRG meeting</p> <p>Dr St John (JSJ) gives presentation on diabetes (please see attached document)</p> <p><u>PATIENT CONCERNS:</u></p> <p>JS discusses with the group the complaints received by the practice over the past year (please see attached summary of complaints)</p> <p>Patient who is based at Wembley site is concerned that the phone is answered at the Willesden site only, and has to wait longer for phone to be answered. Patient requesting a dedicated telephone line to Wembley surgery. Also comments that email access would be useful.</p>
ACTION: Priority issue	<p><i>Dr Richardson (AR) – The practice will have a new 020 number from November 2014, however the 'call centre' will still be based at Willesden surgery. Email access to the surgery is a priority area for the practice, however this is still in the planning stage.</i></p> <p>Patient concerned about communication between GP and reception team at opposite site. Did not receive return GP telephone contact.</p> <p><i>JS apologises that GP return calls can sometimes be delayed. JS acknowledges that contact with the GP can be</i></p>

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<p>ACTION: Priority issue</p>	<p><i>difficult but advises that all of our patients are entitled to use of the 'HUB' clinics. Assures patients that both sites, Wembley and Willesden, are connected electronically via the computer system.</i></p> <p><i>Dr Kapoor (AK) advises of the current difficulties that general practice face in recruiting new GP's; fewer medical trainees are making the decision to go into general practice due to issues such as poorer working conditions, increasing work demands etc.</i></p> <p>Patient worried about elderly and infirm patients climbing the stairs to the upstairs clinical rooms. Queries whether lift access could be installed.</p> <p><i>JS reports that unfortunately the building is not suitable for lift access however advises that clinicians will see patients in ground floor consulting rooms if they are unable to use the stairs.</i></p> <p>Patient concerned about privacy issues at reception desk.</p> <p><i>JS notes that all practice staff is given regular training regarding confidentiality and customer service, however notes that the front reception desk can be a particularly busy and difficult area to manage. JS suggests that this issue could be a made a priority area by the PRG.</i></p> <p>Patient worried about other patients taking up too much time at reception desk.</p> <p><i>JS admits that it is difficult to predict other people's behaviour, but advised that a lot of our services can now be accessed online.</i></p> <p>Patient worried about prescription issue (being issued only small amount of medicine at a time).</p> <p><i>JS notes that some medications such as warfarin need to be carefully monitored and so cannot be issued in great quantities however advises patient to speak to own GP to discuss an alteration of prescription that better fits the patient's circumstances.</i></p> <p>ACTION: Priority issue</p> <p><i>JS also suggests that practice produce information leaflet regarding warfarin use.</i></p>
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Patient worried that Wembley patient letters from hospital consultants are going to Willesden doctors.

JS assures that both practices are fully connected electronically and all incoming post can be accessed by doctors on both sites. Doctors based at Wembley will always receive letters regarding Wembley patients despite which doctor the letter is addressed to.

Patient concerned that recommended medication named on discharge summaries from hospitals are not being added on to the practice system accurately.

AK advises that the practice will look into this.

JS concludes that the practice does have a protocol in place for prescriptions and issue of medication.

SUMMARY OF PRIORITY ACTION AREAS:

- **Telephone Access**
- **Training Issues:** confidentiality at Wembley reception desk and staff training
- **Communication:** practice newsletter and online services

PRACTICE SURVEY RESULTS:

JS goes through the most recent survey results (please see attachment).

Summary of results:

- **Generally positive results**
- **Some areas of concern, in particular telephone costs**

GENERAL DISCUSSION:

JS informs that the practice is in the process of producing a news letter.

JS asks PRG when they would like feedback regarding decisions and changes in practice.

JS suggests a survey for feedback from carers and young mothers – asks if PRG has any ideas

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Patient suggests also gain feedback from mental health patients

Practice agreed

Patient requests that a PRG poster is also displayed externally or outward facing.

Practice agreed

JS informs PRG that all patients will have some access to their own medical records via the practice website. Currently the information that can be viewed is: allergies, medication and test results. JS advises that patients will need a pincode to access this – available at reception.

JS reminds PRG that all practice patients are entitled to use the cluster HUB Clinic – a service organised and run by a small group of local GP surgeries which provides extra GP and nurse appointments at a local community site. Also advises PRG that there is a lot of planned progress and improvements being developed with the HUB clinics.

SUMMARY

Suggested future surveys:

- **Carers**
- **Young Mothers**
- **Mental Health Patients**

End of Meeting

Date of next PRG meeting: To be announced
Minutes taken by: Practice Secretary, Joanne Williamson