

# **TWO RIVERS MEDICAL CENTRE, IPSWICH PATIENT PARTICIPATION GROUP (PPG)**

Minutes of the Meeting held on Tuesday March 7th 2017  
at TRMC at 7pm

## **Present:**

Anne Walker (AW), Sue Hayes (SH), Gill Lewis(GL), Jenny Pickering (JP), Jean Garnham (JG), Sally Gardiner (SG) Seamus McMillan (SM), Angela Harvey (AH), Dr Knight (JK), Dr Smith (KS), Helen Osborn (HO)

## **1. Apologies:**

Jo Hutchinson

## **2. Minutes of meeting held on 10<sup>th</sup> January 2107**

Items 5 and 6 should read SM and not SH. Minutes then signed by AW.

## **3. Matters Arising, not covered by the Agenda**

- Patient leaflet (and any updating) is now the responsibility of the Operations Manager, Rachel Helliard.
- Photo board still pending but the Partners names will soon be displayed on the outside of the building.
- Availability of pressing/non-urgent appointments still under discussion. Doctors will always call back on the day for urgent appointments but might take a few days for others. It was suggested that receptionists give an idea of timescale in those instances.
- Cancellations cannot be done by text. Texts shouldn't be sent out for phone consultations as this leads to confusion. There followed many IT related questions and it was decided to invite Rachael Shanks to the next meeting to explain further. HO to investigate some specific questions. (Please see post meeting note at end of minutes.)

## **4. Practice report. JK and HO**

- Dr Moore Smith has joined as a salaried GP for 4 sessions a week
- The Practice has advertised nationally for 2 FTE GP's and is in conversation with one.
- Admin. staff are at full compliment
- No news on CQC inspection, the building needs inspecting first.
- Michelle is trying to keep three members of staff on reception at busy times, especially Monday mornings, but this is not always possible
- Nurse Practitioner appointments have appeared online with no explanation of what they can deal with. JK and HO to check if this is correct.

## **5. Reception update. HO**

- Appointments. During February, the practice offered 8203 patient appointments, including 3081 urgent appointments.
- During February, the reception team handled 13240 incoming calls. Total calls were 20348.
- There were 1243 "missed calls" in February which compares favourably with 2212 in October 2016. It is not apparent how long calls ring out before being discontinued.
- 6726 patients have nominated a chosen pharmacy.
- An A5 flyer will be produced to promote Patient Partner, System Online and Nominated Pharmacy.

## **6. Incident Reporting**

GL raised the subject of incident reporting and asked whether all staff, and in particular the reception staff, are aware of the protocols. She had been made aware of an incident whereby a patient had found a clinical report in the literature in the waiting room. This had been handed in at reception. It had not seemed to have been treated as a security breach and GL wondered if the policy needs developing. JK sought to offer reassurance and said that the patient concerned had been notified of the breach of confidentiality.

## **7. Complaints and Praise.**

**This item was dealt with after matters arising to assist Dr Smith.**

KS reported that she had responded to all the NHS choices comments. There had been a few positive comments amongst them.

8 Formal complaints had been received since the last meeting and these had been or were being investigated. It was suggested that the complaints procedure is explained further at the next meeting.

Non-clinical complaints are being handled by Rachel Helliar.

One complaint related to a receptionist giving clinical results of a scan out. This practice is to be stopped.

It was suggested that the website could offer a facility for feedback over and above the "Friends and Family test" so that more positive comments might be garnered. This should be an inbox that has a warning that it is not for clinical matters and is not monitored frequently.

## **8. Missed appointments letters and update.**

There were 252 missed appointments in January and 256 in February. (298 in December) 152 first letters were sent out, 7 second letters and one third letter. Texts are sent to those on the system but no phone calls were made to any of these patients. AW suggested that those receiving second and third letters should be phoned for an explanation and for advice to be offered.

JK and HO were not aware of any responses to the letters. The final versions being used will be circulated once received from JK

## **9. Health Education Event**

This will take place during the afternoon of Thursday May 18<sup>th</sup>. AW will be away and JH has agreed to coordinate. AW will make contact with Louise Hardwick of the CCG. Suffolk Family Carers are booked to attend but no response as yet from Age UK.

## **10. AOB**

AW reminded the group that the next meeting would be the AGM. It was indicated that she and JH are prepared to stand again for the coming year but that the group should look to the future and if anyone wanted to stand for office this year it would be welcomed.

AW thanked JG for taking the minutes.

### **Dates of future meetings;**

Tuesday May 2<sup>nd</sup> 2017, 7pm AGM

Tuesday July 4<sup>th</sup> 2017, 7pm

Tuesday September 5<sup>th</sup> 2017

#### Post meeting note from HO

- 1) Nurse Practitioners appointments – It is correct that they are now available to book on System Online. They should be showing as 'Practitioner' appointments.
- 2) Cancelling of appointments – the patient receives the initial text confirmation from SystemOne when the appointment is made. This doesn't give the cancel option, but the reminder text the day before the appointment does. This will then automatically cancel the appointment.
- 3) When a patient cancel's an appointment using Patient partner (the automated telephone system) the appointment slot is opened up immediately.
- 4) The appointments offered on Patient Partner are for the following 28 days but System Online offers appointments for 90 days