

## Patient Reference Group Meeting

Date: 20<sup>th</sup> October 2015

Time: 18:00 – 19:30

Venue: Hunts Cross Avenue Branch

Attendees: JC, GB, EG, EM, SM, RE, FO, JJ, DT, CT, PW, YMc, JH, MR  
 Apologies: CM, SC, HG, TH, DH, JM, CM, MR, JW

Agenda: 1. Minutes of last meeting  
 2. Withheld practice number  
 3. Gateacre Brow waiting room  
 4. Appointments

No	Minutes	Action	Date
1	<ul style="list-style-type: none"> <li><b>The minutes of the last meeting were discussed.</b></li> </ul>	<ul style="list-style-type: none"> <li>MR advised that phoning for an appointment at 8 a.m. has improved. He recently got through at 8:20 and was offered a face to face appointment later that day.</li> <li>No other issues from the minutes.</li> </ul>	
2.	<ul style="list-style-type: none"> <li><b>Withheld practice number</b>            YMc asked if a recognizable number could be used when patients are contacted by the practice. She is getting a withheld number when she is contacted and as a lot of people block withheld numbers due to nuisance calls, a call from the practice could be missed.</li> </ul>	<ul style="list-style-type: none"> <li>EG advised that a number should come up (295 8200). Other patients present said they do get this number coming up. YMc will check if it is a network problem or a problem just with her phone. EG also advised that a poster will be put up in GB to advertise that this number is from the practice.</li> </ul>	
3.	<ul style="list-style-type: none"> <li><b>Gateacre Brow waiting room</b>            YMc asked if the waiting room in Gateacre could be spruced up as it is</li> </ul>	<ul style="list-style-type: none"> <li>EG advised that the practice has been recently decorated. The partners are looking at</li> </ul>	

	<p>very grim. Other patients mentioned the benches and having a different arrangement. Also the carpet in the waiting room is very unhygienic and often children play and crawl on it whilst waiting so this is not ideal. MR suggested possibly using light tubes in the roof to help with lighting.</p>	<p>alternative flooring options, possibly a soft flooring cover which can be easily cleaned. This would be in a brighter colour also which should help. There is not a lot we can change re seating in Gateacre due to limited space. There has to be enough space for ambulance trollies to get through to the consulting rooms when necessary. There is not a lot of natural light and unfortunately light tubes would not be suitable as it would change the outside of the building (roof) and this would not be allowed as we are in a conservation area. A previous request to change the flat roof to a pitched roof was rejected.</p>	
4.	<ul style="list-style-type: none"> <li>• <b>Appointments</b></li> <li>• PW asked if the appointment system could be explained as she doesn't understand it.</li> <li>• Patients asked why there are very few a.m. appointments available.</li> <li>• Also can a booklet be produced so patients know what they can book and how to do this.</li> <li>• Patients who work find it difficult to take a call whilst in work and also find it difficult to book an appointment on the day as they are travelling to and from work.</li> </ul>	<ul style="list-style-type: none"> <li>• JC explained our current appointment system.</li> <li>• AM slots are usually used for telephone consultations. Each doctor has 25 telephone appointments each morning and approximately 2/3 of these can be dealt with by phone. The other 1/3 are given face to face appointments either later that day or, if appropriate, later in the week. We also have locums and our registrar, Dr Sprakes, appointments available on the day to book. These are face to face appointments starting at 9 a.m. He also explained that if a patient rings and gets an engaged tone this means that there are already 10 people in the queue. We have 4 lines into the practice. It is best to wait a few minutes before trying again as this only increases traffic. EG also advised that we are currently trialing a nurse practitioner. She was in this Tuesday and is also in next Tuesday. She can see any problem except pregnancy related problems. These are face to face appointments. Pre-bookable appointments are available to book</li> </ul>	

	<ul style="list-style-type: none"><li>• <b>AOB</b></li><li>• Patients present asked if there was any news on new premises</li></ul>	<p>one month in advance and these are also available online.</p> <ul style="list-style-type: none"><li>• We did have a booklet explaining the appointment system but this will need updating.</li><li>• Patients who find it difficult to take a call in work can request a specific time for a call back, i.e. break time, and the GP will do their best to call back around that time but we cannot guarantee it. If a patient finds it difficult to contact the practice due to travelling times, they can contact the practice late the day before, i.e. 5 p.m. and be put on the call list for the following day but only in exceptional circumstance. Appointments are also released online at 8 a.m. each day; these are telephone and face to face appointments.</li></ul> <ul style="list-style-type: none"><li>• JC advised that the practice is currently talking to NHS Estates re new premises. We have looked at several sites including Gateacre garden centre, Gateacre comp, Sunflower centre and Woolton Hall. Developers are snapping up these sites for housing and paying prices that NHS England cannot match. Another possible site was the nursing home on Grange Lane. This would have needed around £1 million pound spending on it to renovate and NHS England were not prepared to fund this. More funding is becoming available in April for Primary care new builds and renovations so this is on ongoing matter.</li></ul>	
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Meeting ended at 7:30 a.m.