

Minutes

PRG Meeting 12 March 2012

Attended:

Karen Wood – Practice Manager

Lisa Littlefair – Administration Assistant

Patients that attended:

Kathleen Currie

Sandra Hall

Apologies:

Tina Naples

This meeting was to discuss what ideas the Practice Reference Group had regarding encouraging people to join our current group. We are always looking for new members to join and broaden our group's range of ideas and services that the practice offers.

It was also a chance to discuss the results from the survey and how they surgery could improve on the waiting times for appointments and the privacy issue for patients when speaking to reception staff. These are the two main results from the survey that the surgery feel need addressing first.

Confidentiality was the main issue brought up: Sandra suggested that people are unaware that the group is confidential and are worried that information may get fed back to the GP's etc regarding their opinions on the practice and they in turn may be treated differently. This is the main issue that we as a surgery need to address in advertising for new members to ensure that anyone interested in joining the group is aware that it is confidential group and any opinions/ideas will not affect the service /treatment they receive from the staff.

It was also suggested that members may be worried that to be involved in the group means they would have to have internet access and the use of a computer, this is another issue that is going to need to be addressed and explained to potential members that there is the option of face to face meeting's as well as virtual, and any ideas that are raised via email will always be discussed in the face to face meetings and visa versa.

The targets that were agreed in this meeting is as:

- To design people friendly posters stressing the confidentiality of the PRG meetings
- To spread the word about the PRG as much as possible, by advertising in the local papers such as, Jungle Book, Durham News, and Parish News. Kathleen Currie is going to speak to the staff at Action Area Partnerships to see if it is possible to advertise of some sort in their newsletter. We are also going to look to advertise in New Brancepeth village hall and the convenience store, as well as Parish Halls in surrounding areas.
- Kathleen Currie also offered her services to attend parish councils and spread the word on what the PRG means and what the input from the patients can help achieve. This is something we may look into in the future.

The issue of a PRG notice board in the surgery was raised, this board would be used only for PRG to advertise meetings, and display information etc. This is something the practice will look in to; it will need to be situated in an accessible spot for patients to read.

Brandon Lane Surgery

The issue of the improvements that need to be made in the surgery regarding the waiting times that patients incur. The main problem we feel is that the patients do not understand that the GP and Nurses only have a 10 minute slot to see patients, this can be a problem if patients are not clear what they are seeing the doctor or nurse for at the start of a consultation. If they list all the problems at the start the doctor or nurse can prioritise the problems. We are trying to educate the patients on this, we have published an article in the surgery newsletter which patients read in surgery while waiting for an appointment, and posters are being created to try to inform the patient what is involved in the consultation from the doctor's side.

Sandra highlighted that if the patients are made aware that if they hold up the GP then they are causing the waiting time to increase for other patients, if patients are aware they only have a 10 minute slot they may be more courteous and think of other patients.

Kath also raised the issue of patients turning up late for an appointments, causing GP to run behind – she finds this frustrating and thinks that the surgery should advertise that if patients are late they will not be seen, Karen informed Kath that we have a 10 minute late policy which means that if a patient is 10 minutes or more late then it is up to the discretion of the GP or Nurse but they may not be seen, Kath thinks 10 minutes is too much time for patients to be allowed, it was suggested that the rule be changed to 5 minutes.

Patients not checking in with reception staff was also mentioned, patients need to be aware that they must check in with reception staff to make sure they are marked in as attended, unfortunately if patients do not make reception aware that they are here for the appointment and they are missed they may miss their appointment slot.

Privacy was also discussed and how we can improve the confidentiality in the surgery. Kath suggested that the door at the side of reception be dropped back and a privacy hatch created, this is not possible as this door is used for clinical and reception staff to access reception, and it would also create a problem as the entrance to the store cupboard and record room is located to the left of this door.

It was suggested that there could be a possibility of a privacy hatch being created at the right hand side of reception desk, but if the receptionist was speaking to a patient and a queue formed at the front desk, they area would no longer be confidential as the patients would be standing beside the privacy hatch.

Action Plan:

Educate the patients in 10minute appointment slots and how to prepare for an appointment, by posters around the surgery and information in newsletters. Inform the patients of the 10 minute late for an appointment rule.

To provide the Patients with their own notice board – where we can advertise meetings and try to engage other patients to become involved.

Karen and Lisa have agreed to look at the layout of the building and see what changes could be made to accommodate a privacy hatch, but the surgery does have a confidentiality policy in that if the patient would like to speak to a member of the staff in private we can take the patient to a separate room.

If you would like any further information, please contact Lisa Littlefair at the surgery on: 0191 3782099 or via email on: lisa.littlefair@nhs.net.