

MINUTES OF PARTICIPATION GROUP MEETING

TUESDAY 15 MARCH 2016

In attendance:

C Valente | T McCourt | J Storey | A Greally | B Snowdon | C Gamble

- 1) Waiting Times: all were asked of their opinion and experience of waiting times whilst waiting to see a doctor for their appointment. Everyone understood that there was sometimes a longer wait because some patients may need more time than others or that there may be an emergency. The majority said that they hadn't experienced very long waiting times themselves but appreciated that some people can get frustrated whilst waiting as they are anxious to get to work etc. It was suggested that a stronger approach to "closing down" a conversation as appropriate at the end of a consultation may be needed. In the main the group thought that we usually have understanding patients. It was also mentioned that the "how to have a good consultation" leaflet was being used which is given to the patient on arrival for their appointment and provides information such as letting the GP know the number of problems that they want to discuss at the beginning of the consultation so that they can decide which are the most important. All thought that this was a good idea.
- 2) On line access: The group were asked their views about online access, to which one particular member stated that it was wonderful and that she "loved it". The group were asked if they had any ideas on how to increase the take up of this service. Ideas mentioned were:
 - adding a message to prescriptions,
 - having little cards or slips to give out to patients
 - leaving information in schools and community groups in the areaBS is involved with Sycamore Park Community Group and would be willing to take information there. It was suggested to advertise in pharmacies but this was rejected as it was thought this would not be allowed.
- 3) A&E attendances: The patient survey showed that there has been an increase in A&E attendances and 3% of these had been because the patient had not been able to get a "same day appointment". The Group were asked if they had any ideas on how to reduce this. Suggestions were:
 - a. To promote knowledge of the pharmacy scheme, perhaps giving patients phone numbers for local pharmacies
 - b. Some form of triage service instead of phone consultations or having to wait for appointments
 - c. A nurse practitioner so that the patients can comfortably ring for reliable advice.

The group mentioned that they were aware that people expect more and more from the service these days but understand that we are a small practice and can't accommodate for everyone and everything. They were very satisfied with the service we give. It was also pointed out about the 111 facility and the group thought that perhaps we should use this more.

AOB:

A request was made to ask if the pharmacist from Lloyds could be invited to attend one of the meetings so that the group could express some of their concerns/problems re pharmacy issues. They were advised that the practice would not be able to do this and it would be inappropriate to take the pharmacist away from his job at a busy time and that they should approach the pharmacy themselves to bring to their attention any problems they may be having.

All were thanked for attending and they will be informed of any future meetings.