

Patient Participation Group – Wednesday 13th January 2016 Minutes

Present

Patients: Mrs S Hodges, Mrs S Netcott, Mrs H Durn, Mr & Mrs Addy, Mr R Hussey, Mr & Mrs Rogers, Ms S Baghirathan

Staff: Dr J Parrott (GP), Mrs A Toumi (Practice Manager), Ms H Stewart (PA to the Practice Manager)

Apologies: Mrs S Packer, Mrs A Neate

Items discussed

1. Agenda items raised by PPG members:

- **Advance booking of blood tests** – Mrs Hodges mentioned that she had regular blood tests that she normally booked 12 weeks in advance. However, after the last test this was not possible, as the clinics were only displayed on the screen 9 weeks ahead. Ms Stewart and Mrs Toumi will look into this and see whether this was a temporary situation or not.
- **Toilet doors** – Mrs Durn asked whether the doors to the toilets could be self-closing, as they are often left open. Dr Parrott explained that this was not possible as all the toilets are designed to be wheelchair-accessible and a self-closing door would be very restrictive for people in wheelchairs.
- **Phones** – Mrs Hodges and Mrs Netcott reported that the holding music and message on the phones is very quiet, and people could think that they have been cut off. This issue has been raised previously with our phone system providers. Ms Stewart and Mrs Toumi will follow this up and see if an improvement can be achieved.
- **Water coolers** – Mr and Mrs Addy reported that they had been present when a family had entered the waiting area and the children had been disruptive with no control attempted by their mother. In particular they had run over to the water cooler and immediately started filling up cups, drinking them and then replacing the cups in the stack for re-use, leaving a lot of water on the floor. It was agreed that the water coolers were a good facility to have available, and that it would not be practical to restrict access by placing them behind reception (as this would increase the queues and would require new plumbing to be set up in this area). We agreed that we would discuss the possibility of displays/posters advising of appropriate use.

2. Agenda items raised by the practice:

- **New building update** – Mrs Toumi gave an update on the progress of the whole project. The pedestrian entrance gates are in place but not in use yet – they are not yet fully functional and rails need to be installed, and weather will possibly impact on this progress. The same is true of the car park, but this should be finished by the end of January. The whole project is due to be finished by this time as well. The possibility that the car park will be misused was raised, and Dr Parrott acknowledged that we may have to employ some kind of monitoring system to deal with this if it does turn out to be an issue.

The Pharmacy has been delayed as objections were raised locally, and these were upheld at a national level. Therefore, the application process has started again. The pharmacy will be up-and-running as soon as possible. The official opening has been delayed by this, but will hopefully happen in the summer.

We are still having some IT issues, the most urgent of which is the touchscreen check in. We have had to order new equipment and are dependant on outside IT help to get this installed once it arrives. This is an equally frustrating situation for patients and staff, and we will be getting this sorted out as soon as possible, as this should have a significant impact on the queues at reception. We will also be getting the TV screens in the waiting area to show health promotion information soon, and hope to be able to play some background music in the waiting area soon as well.

The memorial plaque suggested by the Workhouse Group has been agreed upon and will be installed on one of the pillars at the pedestrian entrance.

Dr Parrott and Mrs Toumi confirmed that we are fully staffed currently, but acknowledged that we do have difficulty at times providing locum cover for our GPs and that local practices have found it very difficult to recruit GPs.

Mr Hussey queried whether there were a lot of services wanting to use our rooms. Dr Parrott confirmed that a lot of services were interested, but that payment is sometimes an issue. We would like to provide space to lots of different services, but we cannot always do so for free as there is a mortgage that must be paid so we need to ensure that there is some income generated by these rooms.

Mr Rogers queried whether there had been any security issues since opening, and Dr Parrott confirmed that we have not suffered any break-ins or theft, and that our security arrangements (CCTV, security company on call etc) are working well.

Overall we are very happy with the new building, and feel that it has uplifted staff and patients significantly.

- **New website** – Ms Stewart showed some images of the new website and described the features and information that it provides. These include information about ordering prescriptions and booking appointments; information on the different types of appointments on offer at the practice; practice news updates and newsletters; contact information; and online forms which allow you to cancel an appointment, update your contact information, submit a comment or suggestion and submit a PPG agenda item!

The practice website can be found at:

www.eastvillemedicalpractice.co.uk

The health centre also has its own website:

www.easttreeshealthcentre.co.uk

The practice website will be in ongoing development, and we will continue to add useful information and make improvements to its functionality. Everyone is encouraged to take a look and feedback any ideas for development or issues encountered so that we can make it as useful and accessible as possible to all our patients.

- **Online access to medical information** – Ms Stewart talked about the requirement for practices to provide online access to some medical information from patient records. Currently patients who request access to this can see ‘summary medical information’, which is current and recent medication and also allergies and adverse reactions. From the end of March this will be expanded to include all ‘detailed coded information’ held in a patient’s clinical record. Dr Parrott explained that there are two ways of recording information in a patient’s record – by coding or by using free text. Coding is used for recording precise items of information, such as a diagnosis (e.g. Type 2 diabetes), a measurement (e.g. weight) or a test (e.g. blood test). This allows us to identify, for example, whether all diabetic patients have had a recent blood pressure measurement taken, because the computer can look up the relevant codes. It also ensures that information is recorded consistently within records. Free text refers to information which is typed freely by a clinician into a record. This will be more detailed, and allows more flexibility in the information recorded – for example, generally the majority of the notes on a consultation will be recorded in free text. The information which will be accessible online from the end of March will be all the coded information, but will not include free text. It was confirmed that this means that, for example, a blood test will be visible, but the results and outcome may not as this is not coded information.

To register for online services (including access to medical information, online appointment-booking and repeat prescription ordering) you will need to first submit your name at the reception desk – you will then be given the registration form and asked to return in a week. This is so that we can check you details and make sure that there would be no risk in us allowing this access. It is necessary for this to be done as we have a duty to ensure that we protect vulnerable patients and their information. Dr Parrott gave the example of a patient experiencing domestic abuse – they could be forced into allowing online access by their abusive partner and then gain inappropriate access to their partner’s health information and gain control over their access to appointments and medication. Once we have confirmed that there is no obvious risk, registration can be completed – you will need to return with the completed form and some photo ID, and then we can provide you with your login information.

- **Text message test results** – This is another service available to patients, which allows their test results to be texted to them by a GP. In order for this to be set up, a patient just needs to ask when they have their next test done – the clinician will record their consent and then confirm their mobile number. PPG members who had used this service reported that they found it very useful. Appointment reminder texts were also mentioned, and it was agreed that they were helpful and they have a positive impact on the rates of non-attendance. Mrs Toumi acknowledged that non-attendance is still an issue that needs to be tackled.
- **BP machine** – The BP machine that was very generously donated to the practice by the Bristol Area Cardiac Support group was

demonstrated to the group and then tested by willing volunteers! It will be installed in a room just off the waiting area, where patients can access it at any time to take a blood pressure reading themselves. The machine will print a small slip of paper with the result on it, which can be handed to reception for addition to our records. We hope that this will prove very useful to both staff and patients as it will make blood pressure readings much easier to carry out, removing the need to book an appointment.

Mrs Toumi said that the practice is intending to invite the charity in once the machine is fully installed to take some photos and perhaps test it with a few patients. This could be a standalone event, or part of another event such as an open day we are planning or the official opening event.

Mrs Addy mentioned that the charity involved has opened a new shop in Staple Hill.

Thank you very much to everyone who attended!