

Minutes of the Kingsway Health Centre

Patient Engagement Meeting held on the 8th August 2019

1. Welcome and introductions

1.1 The 42 attendees were welcomed to the meeting by:-

- Janet Sutton, Head of Nursing
- Amanda Small, Interim PM
- Sakeena Margaret, Practice Nurse
- Dr Aziz Saeed, GP

1.2 The purpose of the event was explained which was to engage with patients to better understand the challenges, highlight areas working well and those that can be improved upon. It was stressed that the practice and TPG are committed to working with patients and the community to improve and develop future services.

1.2 Information on the location of toilets, fire exits and refreshments was provided.

2. Ground Rules

2.1 All attendees were encouraged to contribute to the discussion allowing time for everyone to speak and to respect others views.

3. Open Floor

3.1 The following comments were made about the appointment and telephone systems:-

- 'We're always told to call back the next day as fully booked'
- 'Phone waiting times are long, even in the evenings'
- 'We're told to arrive at the surgery half an hour before opening time to get an appointment, only not to be able to get one'
- 'When a GP requests to see us in 2 weeks there's not any appts to book'
- 'Receptionists can be rude on the phone and don't give us any other options or alternatives the receptionists need training in how to be compassionate'
- 'I'm having to chase my prescriptions when they've not been sent to the pharmacy or provider (for catheter items)'
- 'I have to return multiple times to get an answer, it goes from one person to another'

- I need a medication review but there are not appts'
- 'Told 1 problem per consultation, but then not given the full 10 minutes'
- 'I want to see the same GP for chronic conditions rather than seeing a different one and having to explain myself each time'
- 'Tell us the best way to get an appointment'
- 'The toilets aren't nice'
- 'I can never get a blood test form printed off'
- 'Why can't you call us to attend an appointment if someone doesn't attend?'
- 'I have always found the receptionists to be polite and have witnessed them being harassed by patients many times'
- Can't book further in advance

3.2 Additional comments:-

- DNA rate of approximately 10%. Patient responsibilities for time management... what does this mean
- Extended Access Service and other provisions
- Skill mix of other healthcare professional roles such as pharmacists, paramedics, advanced nurse practitioners
- Mix of appointments types such as face to face, telephone, triage, same day, pre-bookable (1 week wait and future bookings)
- Working together to ensure that patients are best served together

4. Actions

4.1 The following actions were AGREED by the practice:-

- Review of the telephone system will be undertaken to ensure more efficient use
- Audit of telephone calls to be undertaken and messages relayed to patients checked
- Co-creation of a patient charter to include what patients can expect from the practice and what the practice expects from patients and how to access services
- Review of appointment types and skill mix to be undertaken

- The practice will actively promote extended access
- The practice will actively promote and encourage the take up of electronic transfer of prescriptions service to reduce levels of frustration currently experienced by some patients.

5. Moving forward together

5.1 It was AGREED that a patient newsletter would be drafted and shared with patients via the practice website.

ACTION: PRACTICE MANAGER

5.2 It was AGREED that a further engagement event would be held in 12 weeks' time during the evening to allow wider attendance and involvement. Date and time to be determined and communicated to attendees / all patients.

ACTION: PRACTICE MANAGER