

# DRS WEBSTER & TWOMEY

## **PATIENT PARTICIPATION GROUP**

### Minutes of Meeting Held on 13<sup>th</sup> February 2012 at Rainford Health Centre

#### Present On Behalf of the Practice

Dr Mick Twomey, GP  
Dr Jo Lowcock, GP

Mrs Helen Sansbury, Practice Manager  
Mrs Kathryn Williams, Asst. Practice Manager

#### Present Representing Patient Group

Mrs L Burns	Mrs L Conachey	Mr D Cowley	Mr J Rosbotham
Mrs P Highton	Mr R Jones	Ms S Kimberley	Ms J Lloyd
Mr K Marshall	Mrs J Marten	Mr M Marten	Mr W Singleton
Mrs J Shaw	Mr K Gratton		

#### Apologies for Absence

Mr A Gavin          Mrs S Corfe          Mrs C Sanders          Mrs B Jones

#### **Introductions and Welcome**

Introductions were made as some members had been unable to attend the previous meeting.

#### **Minutes of Previous Meeting**

Minutes of the previous meeting held on 6<sup>th</sup> December 2011 were accepted as a true and accurate record.

#### Matters Arising

The Chair/Business Manager had been invited to attend our meeting. Unfortunately due to demands on her time (she represents 25 Practices) this was declined. However, an invitation was extended to anyone from our Meeting to attend the StHealth Patient Group Meeting with a view to reporting back. The minutes of their last meeting were circulated. Anyone who is interested in attending should let us know.

It was suggested at the last meeting that we could circulate these minutes via e-mail, maybe via Google, as we cannot do it from our Clinical system. Unfortunately this would

place us in breach of our internet and e-mail policy around security. We can set up this option on our website, but as with most things there is a cost to us for this service.

Therefore it was agreed that we will continue to send texts when the minutes are ready to view on the website and continue to encourage people to visit the website as their first port of call, if they are looking for any information.

We have not yet started our patient survey as discussed previously, but two versions of a patient survey (asking specifically about access) were presented to the meeting. One long questionnaire and one very short one. Everyone felt that patients were more likely to complete the short option which would also make it easier to analyse the results. Therefore we agreed to use the short option with an additional space for patients to add “any other suggestions/comments”. We will ask patients attending for appointments to complete the questionnaire and will run it for two weeks. The results will be presented at the next meeting in March.

### **Feedback on Current Issues from the Practice**

Currently we are offering “winter pressures” appointments. These are additional appointments over and above our usual to cope with additional pressures during the winter.

We highlighted problems around DNA rates (did not attend). These are people who make an appointment then fail to attend. These rates are getting better due to the text reminder service. However since the last meeting 56 Doctor appointments (totalling 11 hours) 19 Nurse appointments (totalling 6 hours) and one Healthcare Assistant (30 mins) have been lost.

Although the text reminder service is reducing these rates we would still like to reduce them further. Some discussion took place around not letting patients book too far ahead therefore reducing the risk of them forgetting their appointments. It was pointed out that some patients have booked an appointment in the morning for the afternoon and still failed to attend.

It was felt that changing how far ahead appointments can be booked would penalise the majority of patients and would lead to additional problems. The group agreed that sometimes there are genuine reasons for appointments being missed, but felt that a direct approach via a telephone call to any patients who DNA, simply highlighting that the appointment had been missed explaining the consequences and offering the text reminder service may be a way of reducing the rates.

Remember that we have only had our text reminder service since last September and we are still collecting mobile numbers but we hope that this will continue to help reduce rates the more mobile numbers we have.

The Group were informed that the Practice will be getting new ambulatory BP machines and ECG machines, funded by our Consortium, to help us conform with new NICE guidelines. This is to help these procedures to be carried out in General Practice rather than a referral to hospital. This is more efficient and provides a better option for patients, as well as contributing to reducing costs of hospital referrals.

## **Any Other Business**

It was suggested that we make some additions to our website around booking appointments i.e. a brief explanation as to why no Nurse appointments are available to book on-line. The reason for this is because of the varied types of appointments available with the Nurse.

We are constantly trying to improve and add more information to our website. The group were all aware of the website and thought that it was well organised and easy to navigate. We will continue to advertise the site as a first port of call for patients who need to find out about our Practice.

It was explained that there was still a lot of uncertainty around how the NHS was evolving and no guarantees could be made around funding of the GP commissioning groups. Suffice to say that the Practice will continue to offer the best services we can to our patients within the restraints that are imposed upon us. Many PCT staff have taken redundancy or are facing redundancy, all of whom will be lost to the NHS.

A question was raised around why a national screening programme has never been introduced to screen for Prostate Cancer. Dr Twomey explained that a PSA test has not been introduced as part of national screening because it was not a good enough test. Patients need to be counselled beforehand so that they are aware of the risk of a false positive and a false negative result which this test often produces.

We had received another suggestion from a patient that we have a notice board with a list and photographs of our Doctors. This would help as currently we have several new Doctors and would help patients to recognise them. We will look into this.

## **Date and Time of Next Meeting**

Wednesday 21<sup>st</sup> March 2012, 6.30 pm – 7.30 pm at Rainford Health Centre