

Twickenham Park Surgery
Patient Participation Group

Meeting February 2014 7.30pm

Minutes

Present: Baljit Johal (BJ), Malikat Ubbi (MU), Susan Ubbi (SU), Christine Bower (CB), Paul Harrison (PH), Natasha Cumberland (NC) Edit Weigl-Gibby (EWG) and Serena Medina (SM).

Apologies: John Henaff and Perminder Tamana

1. Welcome and Introductions

- Welcome to our new member Maureen Chatterley, EWG has a friend that is interested in joining and will complete the application form and hopefully attend our future meetings.

2. Summary of actions and achievements since the formation of the PPG.

As discussed with the PPG group the practice has implemented the following improvements:

The **website** is finished and functional, all our practice information, current topics within the CCG, a self-help guide and information regarding our services and how to access them are on the site.

Action: The group agreed to look at the website and comment on future features and changes. PH has found the website works well and is easy to use.

The new **telephone system** is working and offers queuing facilities, automated appointment booking, cancellations and confirmations. You can book 'on the day' appointments from 7.30am rather than waiting for 8.30am.

Action: The group will try the system for their next appointments and feed-back comments at the next meeting.

The system now sends out a **text message confirmation** and reminders when you book an appointment. The group felt this was a good idea and seemed to be working well. EWG raised the point that she does not get the text confirmation when she books for her children. SM has since called the company and asked them to re-set the birth date to zero, however they say the minimum they can do is from 1 year old to 16. This has now been activated on the text system.

Electronic prescriptions are active. PH has tried and said it works the majority of the time. The group agreed to try the service. UB asked that the surgery stress to patients that they should not sign up with multiple chemists. Reception will make this clear to patients. UB said that there seems to be a delay in the surgery sending the prescription and the chemist receiving it or the doctor's maybe not actioning it fast enough. SM explained that

the surgery sends to a central server they process the request and forward to the chemist. The surgery has no control over this. SM will ensure that Doctors are reminded of when prescriptions are due back to patients and make sure they action them in good time. This is when you can expect a prescription back although the Doctors do try to exceed this timescale. Please note. If you order after 1.30pm your request goes into the next working day.

Order before 1.30pm on	MONDAY	Ready after 3pm on	Wednesday
Order before 1.30pm on	TUESDAY	Ready after 3pm on	Thursday
Order before 1.30pm on	WEDNESDAY	Ready after 3pm on	Friday
Order before 1.30pm on	THURSDAY	Ready after 3pm on	Monday
Order before 1.30pm on	FRIDAY	Ready after 3pm on	Tuesday

We have set up **on-line appointment bookings and prescription requests**, patients need to sign up for this service. You can use the on-line services to book 'on the day' appointments at 7.30am. **Action:** If you would like to sign up please complete form at reception.

A **Phlebotomist** is now employed for blood test only appointments. MC felt that the walk-in clinics we used to do worked better for her and she was sorry they had stopped. NC said that the walk-in clinics were no good for her as she has children to get to school. BJ explained that the CCG had with-drawn the funding for our HCA and Nurse to do blood tests but we had managed to arrange with our labs at Ashford that they would provide a phlebotomist. This runs on a two week rota, in week A we have 3 x 8.30am starts and 1 x 10.45am start, in week B we have 2 x 8.30am starts and 2 x 10.45am starts. We hoped that this would accommodate those who needed an early appointment and those who prefer to come later in the morning. During the walk-in clinics, reception had a lot of complaints about how long the wait would be as sometimes just a few patients arrived and other days 10-15 would arrive. The practice understands that our system cannot suit everyone exactly but we hope we can find a service that accommodates the majority which we feel this does. Ideally funding would be re-instated and we could have more flexibility over blood test appointments. MC voiced that she would be willing to pass these comments to the CCG to see if finances could be put back into the hands of the practice.

We have commissioned a new logo to give the practice an identity and will be adding it to more areas and documents in the surgery.

The general comments at the PPG meeting reflected that all these changes are very positive but do other patients know about them? The group looked around the notice boards in the waiting room and have selected a notice board that should be dedicated to surgery information and changes. (see attached pictures)

The practice feels that it has accommodated the issues raised in the previous patient questionnaire.

3. It was agreed that we would remove all questions already actioned from last year's questionnaire and use this questionnaire to advertise the new features at the surgery. (Copy attached for approval) SM will hand out as many as possible and collate the results for discussion and action plan at the next meeting.
4. Goals for 2014? Will be decided after the results from the survey are in.
5. MC has shown an interested in representing TPS at the CCG group. Anyone that wants to join should contact: caroline.o'neill@richmond.gov.uk , Caroline will let you know about the next meetings and e-mail you through relevant articles.