

RECTORY MEADOW PATIENTS GROUP

GENERAL MEETING – 14 October 2015. Minutes

Present. COMMITTEE – Peter Metcalf, Graham Cook, Drene da Silva, Mike Hender, Chris Phillips, Gordon Barratt, 8 PPG Members. Dr Carter and Nicola Husbands

Apologies. Michael Allen, Terry James, Roger Linford, Moira Macmillan, Dorothy Symes, Susan Smith, Victoria Tham

1. Overview

Recent website www.rectorymeadowsurgery.co.uk changes are significant. They enable patients to order repeat prescriptions and book appointments with ease

Patients can help the surgery become much more efficient

The Practice receives very few complaints but most appear to relate to the difficulties/delays in getting through to the receptionists at busy times. Greater use of on line services should resolve most of these concerns and would offer patients the following benefits:-

- ✓ Save the cost of a telephone call
- ✓ Book appointments any time at their convenience rather than restricted to surgery hours
- ✓ Offer a clear view of which GP is available and when
- ✓ Avoid the wait for reception staff to deal with their enquiry

Some facts and figures:-

- Less than 5% of patients use the on line system to book an appointment with their Doctor
- Only 30% of patients use the on line system to order a repeat prescription
- The surgery receives in excess of 245 telephone calls each day – most to make an appointment or order a repeat prescription. Around 65,000 each year

In addition to G.P. appointments, on line bookings can be made for the following clinics:-

- ✓ Heart
- ✓ Diabetes
- ✓ Respiratory
- ✓ Midwife
- ✓ Blood tests

2. Detail

Mike Hender provided a comprehensive overview of the new website. He demonstrated the ability to access the site using mobile, laptop, iPad and desktop computer. A range of helpful points were raised which will be dealt with as part of future enhancements.

MH

Agreed that the committee would strongly promote the website and, as a priority, patient use of on line services. Ideas put forward:-

- ✓ "Register for on line services day" when people could come in, get their PIN and we could show them how to use the Appointment System
- ✓ Luncheon invite to FRIENDS - add a tick box asking members if they would be interested in the above
- ✓ Operational study on reception load v. web access
- ✓ Less than 50% of those (active) PPG members attending today's meeting use on line services. Their support needed first

DDR

The Practice would support these initiatives and supply staff resource to help with the training

3. Committee Meeting 14 October 2015.

- Less than 20 members attend the bi-monthly meetings to represent circa 9,000 patients from circa 4,000 families
- Doctors/staff photos – action week commencing 19 October
- Friends AGM 28 October – PPG members to be invited

GJB/NH
DDR

4. External activity. CJP working on Age Concern as next option

CJP

5. AOB - Other issues/ideas to be dealt with by the committee

- Reception message for incoming calls needs improvement
- Self care awareness week 16-22 November 2015
- Need to segment/re-organise notice boards. Most are situate behind seated patients – not easy to access
- Survey seeking patient consultation experience (cardboard box) needs sophisticated approach. No immediate solutions

Date of next meeting – Wednesday 13 January 2016. 12.30pm

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