

Patient Group Meeting 4th February 2015 - Minutes and Actions

Issue	Discussion	Action
<i>Points from previous meeting</i>		
Patients being seen later than their appointment time	Patients are now (sometimes) being told more information when they arrive about likely waiting times	Add message to computer sign, asking patients to check with reception if their appointment is more than 20 minutes late Important that reception staff give available information to patients when they check in
Who can use the morning On-The-Day Appointments system ?	Patients can use the system for routine or urgent appointments – concern in the group as to whether all patients realised this	Practice calling for “advance “appointments which may be in short supply to be reminded that they can use “on-the-day” appointments for routine, long-term issues, not just emergencies.
Ordering Prescriptions Online	Patients can order repeat prescriptions online – 800 are now signed up.	Group feel that these are good ideas for SOME patients – practice should promote the option to use the service.
ePrescribing	Patients can now have their prescriptions sent electronically to their pharmacy – they no longer need to collect a paper version from the practice	
Meeting Discussions		
Issue	Discussion	Action
Information about the structure and organisation of local health services	Jaime Bishop (an architect, and former Chair of the Hackney PPG) gave a short and very clear presentation about the responsibilities of different bodies for commissioning health services	

<p>Premises Development- the practice is applying for some NHS funding for premises development</p> <p>Converting part of the waiting area into another clinical room</p> <p>Automatic opening doors for the two entrance doors, and the Disabled WC.</p>	<p>Jaime Bishop (also an architect) suggested options for these proposals being put forward by the practice. These included ideal room arrangements and layouts</p>	<p>Group Conclusions</p> <p>Apply for available funding for all schemes</p> <p>Automatic opening doors good, first priority is automatic door for the Disabled WC</p>
<p>Phone System Upgrade</p> <p>The new phone system (starts March 18th 2015) will have a queuing system, and will avoid patients listening to a ringing tone and not being answered.</p> <p>There are many options for providing information and directing calls</p> <p>The practice will know how many patients are in the queue at different times, and how many people hang up before speaking to a receptionist</p>	<p>The Group discussed the information provided to patients whilst they were in the queue, the size of the queue, and what the practice should do with the information available.</p>	<p>No limit on how many people can join the queue</p> <p>Information should be combination of information and some music if possible</p> <p>45 second updates of position in the queue</p> <p>Once the system is up and running, try to give patients an idea of how long they will be in the queue</p> <p>Practice to use stats to see if they need more staff at certain times</p>

Patient Group Meeting 4th February 2015

Main Points and Actions

<p>Appointments starting later than planned</p> <p>Reception staff will do their best to tell you the approximate delay, if any. Please ask reception if you have not been called 20 minutes after the appointment time</p>	
<p>On-The-Day Appointments are for routine problems as well as emergencies</p>	
<p><u>ePrescribing</u> – patients can now have your prescriptions sent electronically to the pharmacy (so you don't have to collect the paper version from us)</p> <p>Please tell reception which pharmacy you wish to use</p>	
<p><u>New Phone System</u></p> <p>The new system goes live on March 18th, and will include a queuing system (which updates your queue position every 45 seconds), and better on-hold information about services and options</p>	
<p><u>Premises Improvements</u></p> <p>We are seeking funding for a number of improvements, including having automatic doors for the Disabled WC</p>	
<p>Please let us know if you would like to join the Patient Group</p>	