

Minutes of PPG meeting held on Tuesday 17th April 2012 at Woodgrange Medical Practice

Present:

Peter Rekkhaye (Chair)	Rebecca Hemmings	Darshan Kaur – General Manaer
Caroline Brown (Secretary)	Marina Duncombe	Nasima Patel – Practice Secretary
Gloria Rose		

In Attendance:

Wayne F

Rukhsana

Apologies

Apologies were received from:

Tejinder Dhingra-Smith

Jennifer Sheikh

Paul and Karin Holloway

Dilawer Master

Introductions

DK welcomed those present and confirmed that the purpose of the meeting was to discuss the out of hours service in relation to the report.

WF and RD introduced themselves to the group and outlined their roles within the new GP Commissioning Groups and increasing patient engagement across the Borough.

DK confirmed that the Practice had engaged the support of an expert to help write the final report following the patient survey. The report will be completed by Friday 20th April.

Out of Hours Service

It had been agreed that there were a range of issues regarding the out of service that needed to be explored for the report.

- What do patients do when the surgery is shut?
 - There is a message on the surgery answerphone explaining that the surgery is shut and where to get assistance, the message then states if the patients holds they will be transferred to the out of hours service

- It was noted that this service costs the Practice each time a doctor calls a patient back from this service or visits them at home.
 - The Practice is sent a list each morning of calls received via this service in order that they are aware of their usage and can follow this up.
- Has anyone called the surgery to find out what they should do?
- Yes, members of the group had called the surgery.
- Ask about answerphone messages etc – are they clear/ give another number to call etc
- It was felt that it was clear from the message what alternatives there were, although it was agreed that further clarification could be given to educate patients on which issues should be dealt with where.
- What are their views on NHS Direct?
- There were mixed views on the NHS Direct service, although in general members of the group felt that the advice was too general and from a set list of ailments/symptoms which didn't always fit and that too often the outcome was to call your doctor or visit A/E, rather than practical help or advice.
- Views on A&E at Newham General?
- Members of the group had mainly positive experiences of A&E at Newham General and felt that the service had improved over recent years. However it was agreed that there were often issues regarding communication ie patients not being informed of what was going to happen ie admitted or sent home etc .
- Any other A&E experiences they would like to talk about
- Members of the group had also visited other local A&E services including those at King Georges and Whipps X. The experiences at these were similar to those at Newham and all had experienced long waits and often rude staff.
- What good experiences have people had that they think would improve access to out of hours healthcare in Newham?
- Customer care focus/training for staff , unwell patients visiting A&E require understanding and good communication skills from those treating them.
 - It was also agreed that it would be useful to understand which services are appropriate in which circumstances, perhaps with a Borough wide campaign to remind everyone where services are, via the Newham mag.
- General awareness of the out of hours GP service based within or next to A&E and is available for people to visit if their practice is a member of the co-op
- Vicarage Road for emergencies or walk in clinic - views this and if used - what did they think about it?

- Members of the group had used Vicarage Lane, but again it wasn't always clear as to what should be dealt with there or at A&E or even via a Pharmacy and the Minor Ailments Scheme.
- Is the information given by the surgery about seeing a GP when the surgery is shut or they cannot get an appointment clear and easy to understand?
- It was generally found that the information provided via the answerphone was clear but that it would be useful to have more information within the surgery concerning the out of hours service

Does anything need to be changed about the way that the information is given out - about out of hours care only?

- New patients receive a Practice leaflet about the services which includes out of hours
- If a flat screen tv for health messages is purchased for reception this could include details of the out of hours services
- Update the information on the website to make clearer
- Continue to contact patients who use A&E or the out of hours service via the co-op to ensure appropriate and help educate them in services
- Clarify the minor ailments scheme – there was some confusion regarding this scheme amongst members and it appeared that the majority were not aware that patients could access prescriptions via the Pharmacist with this scheme rather than just advice and over the counter medication for minor ailments.

Do we need to consult with the wider community about out of hours care and how to get it or they feel that it is clear enough already?

- As a result of patients feedback on the information regarding the out of hours service, walk in clinics, A&E and the minor ailments service we are now working with our patient group to look at the most effective ways of providing this information.

Action Plan:

- Once the report is finalised and sent it was agreed that PPG would concentrate next meetings on the outcomes of this meeting, we would discuss and put in to action ways of promoting relevant departments so that patients were aware of them and how best to use them. Posters and leaflets would be prepared educating the patient on:
 - Out of hours
 - A&E
 - Walk in Centre
 - Local Pharmacists and the Minor Ailment Service
 - Websites– NHS choices

It was also discussed that out of hours is different to Extended hours; PPG were aware that the the extended hours were covered on a Saturday from 08:30 – 12:30 with a doctor and a nurse on duty.

Date of the next meeting:

Tuesday 24th April 2012 at 7pm at the Woodgrange Medical Practice

The purpose of this meeting will be to discuss and finalise the patient survey report ready for publication on the website next week.