

Morden Hall Medical Centre

Patient Representation Group – 15th August 2012

Chaired by Steve Hartley

Item	Subject	Action
1.	Present: Dr Ravi Patel, Steve Hartley, Elspeth Clarke, David John, Jayanthani Hettiaratchi, Hyacinth Bell, Tin May Aye, Derek Heaton, Fiona Doyle.	
2.	There was a ten minute session as per the actions of the previous meeting to allow the patient members to liaise with each other. During this time they formulated several points which were discussed as AOB Items.	
3.	The minutes of the previous meeting were checked and agreed as an accurate record.	
4.	<p>Steve ran through the action points of the previous meeting:</p> <ul style="list-style-type: none"> • He said that the practice had adopted a policy of putting coded locks on the toilet doors and this had had a dramatic effect, ensuring that only patients were able to use the toilets. It had become obvious that various individuals had been walking in off the street to use them previously, and in some cases these people had included drug addicts who had used the toilets for their drug-related activities. • Steve said that he had arranged for receptionist training and this was scheduled for September • Steve said that the practice had embarked on a refurbishment of the reception and waiting area and that since this was likely to be a costly exercise the practice was in the process of getting several quotes • Dr Patel spoke about increasing the number of bookable in advance appointments and said that the practice had been undertaking a trial of triaging, to assess patients needs before calling them in for a face-to-face appointment where necessary. He said that this hadn't been publicised to patients initially since the doctors hadn't been sure that it would work, although it had proved to be quite successful. He said though that within the limited scope of its usage so far it had had the effect of lightening the load on the doctors running the 'access' clinic for urgent cases. <p>Some of the patients responded with their own experiences, saying that it was exceptionally difficult to make appointments in advance, and that there were special circumstances where they needed appointments but were unable to book them. Examples given were for regular injections or where doctors asked patients to return and see them again after a period of e.g. one week. Dr Patel explained that in such circumstances the doctor was able to override the system themselves or give a slip to the patient to take to reception. Steve added that he would ensure that receptionists were given clearer guidance on opening up appointments for injections.</p> <p>It was also felt that the receptionists were not properly explaining the triage process which led to patients turning down triage appointment. Steve said he would email doctors and receptionists on all these issues. Dr Patel said also that the practice would be able to provide more doctor sessions starting soon with additional registrar doctors coming on board. He added that there would also be two new nurses starting in September who would add extra nurse sessions. He agreed to report back to the group at the next meeting about the volume of bookable appointments which were going to be added as a result of the expansion of the triaging system.</p> <p>Steve mentioned in addition that the practice had decided to trial a text messaging service. The patients discussed the problem of contact details being out of date and it was decided that the most effective solution would be to have a notice at reception and slips which people could fill out to update their details. This would mean that there shouldn't be an undue burden on receptionists but that any text messaging technology had a chance of working.</p>	<p>Steve</p> <p>Steve</p> <p>Steve</p> <p>Dr Patel</p> <p>Steve</p>
5.	<p>AOB:</p> <ul style="list-style-type: none"> • Elspeth Clarke told the meeting that she had been actively campaigning for a bus stop to be placed outside the practice. She reported that she had had a promising response and there appeared to be a likelihood that service 93 and 470 may soon be able to stop there, although 164 would not. She will keep the group informed. • David John said that he had met with numerous obstacles with regard to his efforts to acquire parking permits for doctors visiting patients. He said he would continue his efforts though and keep the group informed. • The patients asked for the partnership position on the closure of St Heliers. Dr Patel said that he felt that in the current economic climate it was unlikely that three local hospitals would survive, and that St Helier had the worst record of the three for clinical outcomes. However he said that 	<p>Elspeth</p> <p>David</p>

