

Morden Hall Medical Centre

Patient Representation Group – 16th January 2014

Chaired by Steve Hartley

Item	Subject	Action
1.	Present: Dr Fiona Gibbs, Steve Hartley, Elspeth Clarke, David John, Hyacinth Bell, John O'Brien, Maureen O'Brien, Angela Kilkenny, Mary Gell, Anthony Loft, Subramanian Sritharan.	
2.	There was a ten minute session to allow the patient members to liaise with each other prior to the meeting proper starting.	
3.	<p>The minutes of the previous meeting were checked and agreed as an accurate record.</p> <p>Matters Arising</p> <ul style="list-style-type: none"> • Several patients raised a point about the planned closure of St Heliers hospital, saying that the local Guardian had reported that plans had been put on hold for the moment, apparently after the recent developments with respect to difficulties faced in a similar attempt at Lewisham hospital. Patients also said that Siobhan McDonagh had stated that the BSBV team had also questioned the benefit of closing St Helier. Dr Gibbs and Steve Hartley said that they had no prior knowledge of these developments. • David John reported back on his campaign to achieve free parking permits for doctors on call that he had had an update from Stephen Hammond MP who said that he'd been in touch with the director of parking at the council who had indicated that he wouldn't change the rules for doctors. Stephen Hammond had told DJ that he had written back to the director asking him to reconsider. DJ said his next steps would be to go to the media or Siobhan McDonagh failing a useful response from Mr Hammond. • Elspeth Clarke said she had had no further progress on the issue of re-siting the bus stop to stop outside the practice. 	SH
4.	<p><u>Survey</u></p> <p>SH asked the members to review questions for the annual patient survey. It was agreed that both the main body of questions and the ancillary list of questions would remain the same for the purpose of allowing the best possible comparison between year by year results. The members asked if the free text box could be made more obvious though and possibly moved to the supplementary sheet. SH said he would look into that.</p>	SH
5.	<p><u>HSCIC</u></p> <p>SH update members on this by saying that the government had changed its position, informing practices recently that it would be carrying out a leafleting exercise across all homes rather than just a poster campaign in surgeries. As a result the data gathering exercise would not now apparently take place until March 2014.</p>	
6.	<p><u>Staff</u></p> <p>SH informed the members that the practice had recently recruited a new Reception Manager, Lundi Nieuwenhuis, and promoted Sandra Wood to the position of Reception Team Manager. With this strong and capable team in place Steve said he hoped that issues of staff training, effective working and customer service could really be tackled. Steve added that around the time of the last patient group meeting two other members of the reception team, Agata and Diana had also been recruited and he hoped that these would also add to the strength of the team going forward.</p>	
7.	<p><u>Access</u></p> <p>The members asked about difficulties with booking appointments in advance and whether it was even possible to do that at all. Dr Gibbs referred to the previous minutes and the experiment in triaging patients' calls and said that triaging meant that patients would often be offered appointments after a phone consultation. Dr Gibbs and Steve said that the new reception team would work to clarify this message and help patients understand the value of telephone consultations. Steve also said that the reception management team would focus on ensuring that receptionists themselves understood the value of these appointments and explained why they were being offered. Steve also said that there were still appointments being released at 1pm each day, so that the rush to get an appointment at 8am would not be the only opportunity of the day.</p> <p>Members asked whether advance appointments still existed or if all such appointments had to be booked via a phone consultation first. Steve responded that face to face advance appointments definitely still existed but they were in great demand, and the telephone triage process helped provide an extra layer of appointments. He said that it was hoped that the phone system could be used in the future to help explain what services were available whilst patients were waiting to be answered, but added that there were still ongoing issues with lost calls which were currently the</p>	

	<p>priority. Mary Gell quoted an experience she had recently had where she'd been told her position in the queue and then left in silence for 18 ½ minutes until finally being answered. Steve said that he would pursue this and other issues, but added that it might be possible to invite a representative of the telephone company to the next meeting.</p>	
8.	<p><u>Building Update</u> Dr Gibbs reported that the practice was making progress with a planned renovation which would at the very least involve redecorating the reception and waiting area and attending to matters such as heating. She said that provisional plans were in place but hadn't yet been finalised.</p>	
9.	<p><u>Greater patient involvement</u> Dr Gibbs spoke about the potential for members of the patient group to become involved in helping the practice to promote health and access services appropriately and asked for candidate ideas along those lines. Elspeth Clarke said that she was involved in seminars at the local mosque which advised particularly women on social issues and subjects such as cooking using healthy ingredients and e.g. lowering sugar intake. She said that she hoped this would extend to advising on how to sign up to GP practices etc.</p> <p>Steve said that he had recently been contacted by the YMCA to set up an advice desk in the waiting area.</p> <p>Angela Kilkenny offered to lead on ideas and felt it would be helpful if a room could be made available. Steve said he would contact her on that.</p>	SH
10	<p>AOB:</p> <ul style="list-style-type: none"> • Steve said he had been contacted about excessive heat in the waiting room and the use of air conditioning to counteract it. He said that the practice had a very ancient boiler which didn't have a thermostatic control, but that hopefully this would be addressed in the refurbishment. • Elspeth Clarke reported a possible scam with salesmen going door to door ostensibly representing Virgin, whereas she believed they were from Sky. • There was a request to display doctors' names and specialities in the building. • Steve was asked to update the digital display which referred to December currently. 	
11	<p>Next meeting –exact date TBA</p>	