

Morden Hall Medical Centre

Patient Representation Group – 3rd July 2013

Chaired by Steve Hartley

Item	Subject	Action
1.		
2.	There was a ten minute session to allow the patient members to liaise with each other prior to the meeting proper starting.	
3.	The minutes of the previous meeting were checked and agreed as an accurate record.	
4.	<p><u>Updates by Patient members</u></p> <p>David John updated the meeting on his progress regarding trying to get parking permits for doctors on house visits. He said he heard from the head of parking at the council who had said that he intended to do a parking review. David said that he had responded that this was inadequate on view of the time already elapsed and had added that if there had been no suitable progress by August that he intended to contact the Information Commissioner and the media.</p> <p>Elspeth Clarke reported that her efforts to have the bus stop resited closer to the practice had not resulted in very much progress, although she had been in touch with a councillor who promised to chase matters on this subject.</p>	
5.	<p><u>Extended Hours Proposal</u></p> <p>Dr Alford spoke to the meeting about a proposed change to the extended hours provision, first of all explaining the background to extended hours provision as being a government initiative to allow commuters greater access to GP services. He added that it was unfortunately also government policy to prevent discrimination in allocating extended hours appointments, leading to them being used by the population in general and not really benefiting commuters after all.</p> <p>Dr Alford explained that the practice currently offered extended hours appointments on Saturday mornings and Monday evenings, but that it intended for reasons of efficiency to change this provision so that all the appointments would be offered on Monday evenings instead. He said that there would be no reduction in the number of appointments, although the practice may use its nurse practitioner, Fiona White, to deliver some of the appointments. For clarification he said that there would therefore be a doctor, a nurse practitioner and a nurse on duty between 6:30pm and 9pm if the proposed change was made.</p> <p>The patients discussed this change and felt it would have little impact on patients, other than perhaps people who were unable to attend on Mondays. They nevertheless felt that the practice offered sufficient alternatives for these people and that it made sense to minimise practice costs by delivering appointments in this way. They gave their approval subject to it being approved by the health authority and Dr Alford said that the next step would be to seek that approval.</p>	Practice
6.	<p><u>Access and Phone System</u></p> <p>Steve reported that the practice had recently recruited a number of new staff on the non-clinical side of the practice. He said that the most important of these was the recruitment of the new reception manager, Laraine Alviz, who had started work on 3rd June. Steve explained that Laraine was new to GP practice but had a successful record as a manager and he hoped that she would improve levels of efficiency and 'customer service'. Steve also announced that the practice had recruited two full time receptionists and had increased the hours of a further receptionist. He said it was his hope that this would allow the practice to deal with backlogs of work and to manage reception and telephone calls more effectively.</p> <p>Steve added that roughly around the time of the previous meeting two new doctors had been appointed. These were Dr Aba and Dr Morgan, each offering six sessions per week. Dr Alford mentioned however that he was cutting down his own sessions at the practice as he had been appointed to a new role at St George's Hospital as the Divisional Chair on Community Services.</p> <p>Steve also said that the practice had listened to the problems which the patient group and individual patients had expressed, and had now begun to open up appointments in the afternoon rather than all at 8am. He said he hoped this might go some way to alleviating the rush which the practice experienced first thing in the morning and also to try to prevent the formation of queues outside the door.</p> <p>Steve also updated the meeting on the status of the telephone system. He gave a background explanation of the issues the practice had faced which included a misunderstanding which the practice had been under relating to the queuing system which had been supplied with the system when it was bought in December. Steve said that the new system was able to handle queuing but</p>	

	<p>only for the first six people to dial it, which was completely inadequate for the practice's needs. He explained that practice had now placed an order for a software solution to the queuing system which would allow unlimited queuing and mean that the days of getting an engaged tone would be a thing of the past. He said that this would need several steps to be taken before installation though and so activation could be expected in anything up to two months.</p>	
7.	<p><u>Refurbishment</u> Dr Alford reported that his partners were due to have a meeting the next day with a specialist company which dealt with medical centre projects. He said he hoped that the waiting room and reception would be improved considerably. He added that with the advent of CQC governance of clinical premises extra onus had been placed on the practice to deliver improvements and he hoped that improvements wouldn't be far away.</p> <p>Dr Alford said that in the meantime it was the practice's intention to take steps to e.g. replace dilapidated chairs in the waiting area and maintain essential standards of cleanliness.</p>	<p>Practice</p> <p>Practice</p>
8.	<p>AOB:</p> <ul style="list-style-type: none"> Members raised complaints about the way the prescription was run and Steve said he was confident that that would improve very shortly one Laraine, the new reception manager, investigated what was happening. Elsbeth mentioned that she had been involved in good health seminars at the mosque and asked if there was anyone at the practice who does community outreach who might be able to help with such projects. Dr Alford said that the practice didn't usually get involved with external activities of that kind as these fell under the auspices of community services. He said he would ask Dr Ahmad to raise the matter at a CCG meeting though to see if they might fund time for us to support a better understanding of the local health system. John O'Brien asked if it would be possible to have a whiteboard in reception with details of doctors on duty that day and other information such as any delays relating to doctors. He also suggested that this could be used to highlight the next meeting date. Chris Walton asked if it would be possible to refer patients to groups like the one he represented. Steve said that if he had an electronic referral form it could be added to the referral system. 	<p>Steve/ Laraine</p> <p>Dr Alford</p> <p>Steve</p> <p>Chris/ Steve</p>
9.	Next meeting –exact date TBA	