

**SELDEN MEDICAL CENTRE**  
**PATIENT PARTICIPATION MEETING**

31<sup>st</sup> July, 2014

Present: Louise James, Practice Manager  
List of patients available (not published for reasons of confidentiality)

Minutes:

1. Review last meeting's minutes  
The minutes were agreed with no changes.
2. Ease of getting through on the telephone  
It was still felt that it was difficult to get through on the telephone in the morning between 8 and 9.30 am and when the phone is answered patients report that they hold on for a very long time, up to 40 minutes. LJ reported that our "Wallboard" which gives us phone information very rarely shows a wait of more than 7 – 8 minutes. LJ will contact the telephone company to find out if there is a fault in the system.\*  
LJ apologised that this is still a problem, but as we have all our lines being answered at that time, the reason is that we are very busy and we cannot always meet the demand to answer all the calls immediately.
3. Attitude of staff  
One PPG member who sent apologies for attendance at the meeting feels that "front of house" reception has improved.
4. Patient Privacy  
There was still concern regarding being asked "what is the problem", particularly when booking an appointment at the front desk. It was requested that receptionists use the phrase "*Is it ok to tell me* what the problem is today". LJ will pass this comment on to the Receptionists.  
A PPG Member had noted on the NHS choices website that we request privacy is given to the patient at the desk when

queuing, but pointed out that there was no room to do this in this building.

LJ reported that the Reception Managers had been considering re-organising the desks at reception so that the “second window” would be the desk where the receptionists sits and this was considered a very good idea as it would give space for a queue and room to give privacy. This will be actioned.

5. Premises

LJ reported that funding from NHS England is still the issue holding up a move to new premises.

6. Newsletter

Louise (LJ) handed round a draft copy of the newsletter. Some editing was identified, ie a larger and more easy to read font. One PPG member offered to take a draft home to proof read. The newsletter was well received and when the corrections are completed the newsletter will be put in the waiting room and on the website in the next week.

7. Funding

A member was interested to know how the NHS Cuts were affecting the Practice and this was discussed; the issue is national lack of new GPs coming through to qualification and shortage of Practice Nurses with the increased demand on Primary Care, which all combine to cause a severe problem nationally for GP Practices.

8. Staff shortage/Ease of making appointments

We have recently had nursing staff leave for different reasons and particularly now that we are without two prescribing nurses, we have a shortage of appointments. LJ requested that patients bear with us and understand that we are doing our very best to ensure patients’ needs are accommodated, but there may be a lack of pre-bookable appointments. If a patient feels that they need to see a doctor urgently on the day they will be put on the duty doctor’s list and will be contacted or seen by a doctor on the day. We are currently recruiting for a new Practice Nurse.

#### 9. RCGP/BMA Campaign

LJ has previously mentioned the Royal College of GP and BMA Campaigns to support Practices and there is now a petition available to sign. A copy is available in the waiting room or can be accessed by visiting <http://www.rcgp.org.uk>

#### 4. CWS Patient Participation Group Event

The Coastal West Sussex Commissioning Group is planning a Patient Participation Event in October. This will include:

- An introduction to NHS Coastal West Sussex Clinical Commissioning Group
- An opportunity to network with other PPG representatives
- An introduction to commissioning process

There are two spaces available for representatives from each Practice and two PPG members at the meeting would like to attend.

#### 5. Admissions Avoidance Directly Enhanced Service

LJ explained this new service that the GPs are undertaking. The aim is to help patients stay in their own home and initially the specification requests that we have a case register of 2% of our adult population. Patients who are at risk of frequent admissions and A & E attendances will be contacted and if they would like to be part of the service will see a Clinician who will give them a Care Plan that gives simple steps to follow in an emergency tailored to the patient's needs.

#### 6. AOB

It was brought to LJ's attention that during the last training event when the Practice was closed, the Service that was answering telephone calls for the Practice had offered the patient an appointment time to see a doctor that afternoon. When he came in the Receptionist did not know anything about his appointment. LJ stated there had been no communication from the Service (IC24) that they were making appointments and she will look into this to ensure that they inform us in future if they are making appointments for patients.

**Post meeting note\***The telephone company did a full check of the system and the data collected over the last eight weeks and could find no record of any calls holding on for any longer than the time that the “Wallboard” showed, ie very rarely longer than 10 minutes.

If a patient is holding on for any longer than 10 minutes please can they contact the Reception Manager to let them know date and time so that this matter can be addressed with the phone company.