

THE LEA SURGERY

Patient Participation Group Meeting Minutes.

Date: 23rd April 2019

Present: Dr A. G, K. W., Dr F. G., L. G., K. N., L. A., V. J., R. C, LH, DD, JBM and JG

- Agenda:**
- 1. Update on surgery improvements**
 - 2. New Telephone System**
 - 3. Update on On-line appointments.**

1. Dr Goel explained that we now have hard flooring throughout the surgery. We have a kitchen facility in the Staff Room. We have a Water dispenser in the Reception waiting Area and fans have been installed high up on the walls in the waiting area. Workmen will be painting the Staff Room tomorrow and the rest of the surgery in the coming weeks.

Kelly will soon be moving upstairs which will free up her existing room to be used as a clinical room. This will come in very useful as Sorsby Health Centre is closing in June and we will have an influx of new patients registering with us. Also new houses are being built nearby so this will also probably mean extra patients registering. We may change the TV screen as well. Also all lights are being changed and we will be having a new heating system installed. We are waiting for some caballing so that we can put in new desks and computers in reception area.

2. Dr Goel discussed the new proposed telephone system we will be using shortly. It is called Patient Partner and it will allow patients to book and cancel appointments automatically. Certain appointments will have to be reserved for this. We will have to set up separate telephone clinics and work out the best way to direct patients to the correct person ie, the nurse, ACN or the doctor. For travel vaccination advice we would ask them to firstly speak to the pharmacist. This system will be installed within the next couple of months. It should drastically reduce the number of incoming calls having to be answered by reception staff.
3. Dr Goel explained that we will soon have to have 25% of our appointments available to be booked online. This includes telephone appointments. This system will have to be tailored to suit our needs. There will be on line appointments available to book for the Practice Nurse, pharmacist and face to face with the doctor. If the patient wants a same day appointment they will be directed for a telephone consultation in the first instance for triage to decide if their condition warrants a same day appointment.

Dr Goel went on to explain that in the next 4 years all medical records will be digitalised. All paper records will be scanned in. This will be done by an outside company. LH went on to express her concerns about this citing the fact that Pharmacy 2U sold confidential medical data on and according to LH 'just got a slapped wrist' for doing this. LH went on to say that because of the shared data policy there may be certain things she would not tell her GP.

Dr Goel then showed the meeting examples on online consultations on the computer.

He also shared the fact that the CCGs are going to be changing soon and become one super bit CCG. Also mentioned the Hackney Marshes network which is run by the Confederation and includes 4 surgeries in the vicinity.

DD said that he had been to a meeting with Healthwatch which is a group which gives one the opportunity to voice your opinion on how best look after old people in the community.