

# THE LEA SURGERY

**Patient Participation Group Meeting Minutes. Date: Tuesday 5/6/18**

**Present: Dr A. G, L. G, K. N., K. W., M. L., N. M., P. L.**

**PPG Members: D. D., L. H., J. G., R. D., J. B-M**

**Apologies: D. W.**

## **AGENDA**

- 1) Telephone System**
- 2) Dr Goel Telephone consultation**
- 3) Code of conduct review**
- 4) Friends and Family – April 18**
- 5) Review of Complaints**
- 6) Applying for GP Award**
- 7) A.O.B.**

### **1. TELEPHONE SYSTEM**

The telephone system was upgraded a few months and wanted to know how the PPG members were finding the change.

J. B-M said he has to wait sometimes for 20 minutes unless he uses option 4 for secretary line when Maxine answers straight away.

D. D. said he does not have any problems getting through which was the consensus of the other PPG members.

The new telephone system means that the system is no longer crashing or engaged all the time.

### **2. DR GOEL DAILY TELEPHONE CONSULTATION**

Monday to Friday Dr Goel is doing telephone consultation in the mornings and deals with quite a lot of thing on the telephone or book the patient in to see a doctor that day.

He dealt with 36 consultations yesterday, 12 came in for appointments and the rest were dealt with on the telephone.

L. H. asked if it was pushed on him or was it his choice.

Dr Goel said he is trying to cut down on short term except for weekends if he can do more on the

telephone. Daily there I about 30 calls and a lot of admin is generated. He is hoping the system works and will train both Advanced Nurse Practitioners to do telephone consultation for coughs and colds. Khalid is doing a prescribing course so he can later help with the prescriptions, chest infection etc. The busiest times are normally after the bank holidays but it gets better.

### **3. CODE OF CONDUCT REVIEW**

L. H. – Code of conduct review.

Some people may have other motives when they put up horrible comments on NHS Choices or Google. Pressure on the surgery to answer add-hock. Some of the comments are lovely. PPG Members can do some categorization on behalf of the surgery. PPG can say they have kept an eye on the comments.

Someone made a mess in the toilet and walked off did not tell anyone so a comment was put up on NHS Choices. We have to respond to this.

The toilets are cleaned every day as we have a professional cleaning company.

L. H. – You will never stop malicious comments.

Dr Goel said he used to get stressed out at the beginning but looked at other surgeries and is now more laid back. We can ask patients to make positive comments on NHS Choices and Google.

### **4. FRIENDS AND FAMILY – APRIL 2018**

We discussed the Friends and Family review for the month of April with the PPG members and a copy has been embedded below.



Friends and Family  
April 2018.xlsx

### **5. REVIEW OF COMPLAINTS**

1) Patient was dissatisfied at the information given by staff. They should have been booked for asthma but booked for blood test instead. It was our fault so we apologized to the patient and spoke to the reception staff.

2) New patient booked in incorrectly. Wanted spirometry test but had cough on chest and would not have given accurate reading. Patient was not happy so complained. HCA was following protocol and possibly could have exacerbated his condition. FY2 recorded that she felt threatened by this patient in her consultation.

We had to remove a patient for being rude.

D. D. said he was in the waiting room as he had a nurse appt and 3 people were complaining that nurse always running late. Is there any way of informing the patients the nurse is running late.

The reception staff do inform patients if the nurse is running late.

Nurses have 15 minute slots and some patient come with several issues so the nurse cannot just turn them out of the room. We have 2 ANP who see more women's health and some doctor cases. Sometimes they have to take longer or they may miss something important.

## **6. APPLYING FOR GP AWARD**

Dr Goel discussed with the PPG members that he is applying for GP Award and it was discussed with the members what was the best way about going about it as the deadline is 22<sup>nd</sup> June.

The PPG members said it was an excellent idea and they would be more than happy to submit their endorsement for the surgery.

D. D. said he will write how his prescription was streamlined for 6 months which made it much easier for him. Our surgery listens to patients and have PPG group. 9/10 issues resolved when raised.

Dr Goel took the PPG members to his room to show them the telephone on his computer showing call time, how many calls coming in; length of call time and how long the patient waited for the call to be answered.

## **7. A.O.B.**

R.B – Said he did a blood test and was expecting to hear from the surgery. Was told he need to see a doctor. When he came down the doctor said the result was ok and he should have been told this and not had to come in.

Dr Goel explained the process how blood tests results are dealt with and they are not closed until the patient has been seen.

We do not have the capacity to send texts to everyone regarding their results. The patient can look on-line where the results are labelled normal/acceptable or see doctor. Mildly abnormal but no action; acceptable, no action.