

**Colby Medical Centre**  
**PPG Minutes 09.12.2016**

**In Attendance:**

Anita Harrison (Practice Manager)  
Julie Barratt (Practice Manager)  
Angela Cornwall (Chair)  
Sarah Skillan  
Christina Bauress

**Welcome**

Anita introduced herself and Julie to the group. Julie's role in the practice was explained as she is here to mainly guide Anita and move the practice forward.

**CQC Inspection**

Julie and Anita explained the outcome of CQC inspection and the fact that the surgery was rated as 'requires improvement'. It was explained that this was administrative and not clinical therefore patient care was compromised. This is the reason for Julie being brought in to guide Anita who is the newly appointed practice manager

**Friends and Family**

The Friends and Family test was explained. The monthly results are published on the website and a copy is available at reception. The majority of comments were positive and the uptake of this test has

increased over the past few months as staff have been promoting it more and more. All comments are reviewed on a monthly basis at our weekly meeting and any negative or actions are discussed. Previously we had a patient who suggested a colouring corner for children. The practice has looked into this but due to infection control and health and safety it was decided against.

### **Appointments/Access**

Anita explained that the practice is now offering pre-bookable appointments four weeks in advance for Sandra or Dr Williams. This is proving very popular as Sandra tends to get booked up extremely quickly. Dr Williams has now increased her sessions from three per week to seven per week, thus increasing availability at the practice.

Christina stated that her daughter has had problems obtaining an appointment after 6.00 pm. Late night appointments are available every Wednesday and are covered by Dr Williams. Christina informed that if her daughter should be offered one of these appointments. If she is unable to obtain a convenient appointment, then contact Anita who will try and accommodate her.

Julie explained that she had recently conducted an audit around communications and it became apparent that patients are waiting far too long for their call to be answered. On three separate occasions this year patients have waited 50 minutes or more. This is totally unacceptable and therefore all incoming telephone calls are now being answered in the back office. This not only improves patient confidentiality but also leave the receptionist free to deal with patients face-to-face at reception.

As a group the members did not feel that they wait too long for their calls to be answered.

The call length was also audited. This revealed staff were taking too long dealing with calls and placing patients on hold to deal with patients at the desk. Hopefully this will improve with the relocation of the incoming lines.

Anita also explained that we are looking at getting another incoming line to reduce waiting times.

### **Patient Facing Service**

Group members were advised of the pre-bookable Telephone Consultation facility available through Patient Facing Services. Julie advised the group of the benefits of using EMIS.

### **DNA Policy**

In November 117 appointments were missed, this equates to hours 19 ½ hours wasted appointments in one month alone. This was the main reason for the practice revising their Did Not Attend Policy. Now if a patient fails to attend 3 appointments in a 12 month period then a letter together with a leaflet will be sent to the patient. If they fail to attend again, then a final warning letter will be sent stating that if they fail to attend another appointment then they will be removed from the list. One more missed appointment and they will be removed from the list.

The whole group agreed with the policy which is currently being put into place.

Discussed recent DNA's in the month of November, and the policy of surgery if continues.

## **Referral Management System**

Anita explained that the Knowsley CCG has commissioned a new referral management system. This system runs alongside Choose and Book. When a patient is referred to secondary care i.e. a hospital then the patient is handed a leaflet by the referring clinician. The booking service then contacts the patient by telephone to book an appointment. They will make 3 attempts to contact a patient by telephone then once by letter. An appointment is booked at a convenient date and time of the patient.

Julie explained that they have been using this system in St Helens since June 2016 and it is proved very effective. Currently 2week wait appointments are not available yet but will be in the near future.

## **Influenza uptake**

We discussed how our uptake of this year's influenza vaccines is above average and we are one of the highest in the area. Angela's son is now a young carer and is eligible for a flu vac. Angela will arrange a convenient time for him to attend surgery to have this done.

## **Staffing**

The practice now has an apprentice named Lucy who is currently undertaking an AMSPAR (The Association of Medical Secretaries, Practice Managers, Administrators and Receptionists) qualification. This qualification is relevant to her job role and will help Lucy in her career in the NHS. Lucy's apprenticeship will last for 18 months. Most of the group had already met Lucy over the previous months.

## **Chemist**

It was agreed that Grace left Davey's Chemist located downstairs the service has 'gone downhill'. Scripts are never ready despite being ordered, they are losing prescriptions. Anita added that quite often staff from Colby have to run down with duplicate prescriptions.

Julie explained the EPS (electronic prescription service) facility and the fact that you could nominate any pharmacy at any time if you are unhappy with a pharmacy.

## **Christmas**

Anita explained that the practice will be taking part in the Save the Children Christmas Jumper Day on Friday 16 December. All donation will go directly to Save the Children. Anita also explained that a few months ago the practice took part in Wear It Pink in aid of breast cancer. We are unsure exactly how much we raised but Anita will feed back at the next meeting.

## **AOB/Suggestions**

It was agreed that quarterly meetings should be held. Angela suggested maybe an evening meeting hopefully to attract a wider range of patients.

Date of next meeting: TBC