

[**Amwell Group Practice**
Patient Participation Meeting
8th January 2014

Present: Dr Kim Ruddy - GP/Chair
Sonia Hehir - PPG Coordinator
DF - Patient
JC-Patient
ER-Patient
LB-Patient
AD-Patient

Apologies:

JW - Patient

1. Welcome, Introduction and Apologies

Dr Ruddy welcomed all to the meeting and gave apologies for those who could not attend

2. New Members

New members were welcomed and introductions were made.

3. Practice Survey

The group discussed the results of our recent patient survey (the results are published on the practice website).

The points of main concern were identified.

- i) Patients felt that there could sometimes be a wait for their telephone call to be answered by reception. This was felt to be due to there not being enough staff available to answer incoming calls. The best way to ensure calls are answered quickly is to have another member or staff on reception. The practice has already acted upon this and a new team member has joined the practice.

Action: Partners

- ii) Patients felt that there could be a long wait to see or speak to their usual doctor. To overcome this, a pilot scheme has been put into place offering patients "Telephone Consultations" with their usual doctor. The slots can be booked at reception up to 48 hours in advance. They can also be booked by their usual doctor. These

slots are for when patients need to speak to a doctor regarding their results, follow-up from previous consultations, non-urgent medical advice, for medical certificate, routine medication requests or reviews, requests for forms relating to pregnancy and chronic health problems. These slots are not to be used to urgent medical problems or advice.

Action: Partners

- iii) The group also discussed confidentiality at reception which some patients felt could sometime be an issue. Sonia talked about ways reception try to deal with this and it was decided that it would be good idea whenever possible to make patients aware that they could be taken to a side-room if they preferred not to discuss what they need in the open reception area. Reception already offer this to patients but it was felt that perhaps they could make this clearer. Sonia will discuss ways of doing this with the receptionists at the next administration meeting along with other reception feedback from the survey.

Action: Sonia

4. The group discussed the importance of awareness of the pilot scheme for 'telephone consultation". It was agreed that this should be advertised in the next practice newsletter.

Action: Sonia

5. The topic of aggressive and abusive patients was again brought up by the group. The practice does have a 'zero tolerance' policy towards this but it was felt by the group that perhaps some posters in the waiting area highlighted this would be a good idea. It was felt the poster available through the NHS were perhaps too forceful. DF advised that there is a poster used at the school she works at that she felt would be appropriate to use at the practice. She will bring a copy to Sonia and if the practice manager was in agreement she would be happy to arrange a few copies to be made up for us.

Action: DF/Sonia

Date of Next Meeting: TBC

