

Drs Priestman, Dean & Wallwork

Face to Face Meeting with PPG of Kirkburton Health Centre (02)

Wednesday 12th June 2013

Introduction

Dr Dean opened the second face to face meeting with the PPG. The last meeting had been held in November 2013 and there have been a number of changes within the Practice following the meeting.

Appointment System

- The appointment system has been altered in the last 3-4 weeks so literature needs to be updated to inform patients of this
- We have removed the 48 hour appointments and spread the appointments out across all GP's
- Able to now book 6 weeks ahead

On-line Appointments

- It was suggested that nurses appointments be available on-line to book, however due to the complexity of their appointments; certain checks require different length of appointments – to be fed back at next clinical meeting
- It was also suggested that phlebotomy appointments be added to on-line booking of appointments
- JR highlighted that only one appointment can be made at one time

Pathology Results via Text Message

- Dr Dean explained the new system whereby where we have patients mobile numbers that when they have blood tests carried out that they will receive a text message for each test simply stating whether it is normal or abnormal and whether they need to contact the surgery or not.
- Patients in the group who had already received such a text thought it was a good idea and liked it

Online Access to Records

- Dr Dean explained about the forthcoming introduction of patients having online access to their medical records. This would mean access to records and results prospectively. The consent and confidentiality process/protocols are currently under review
- Three patients within the group agreed to be "guinea pigs" when we pilot this

Francis Report

- Dr Dean discussed the Francis Report with the group and some brief information regarding this was distributed to attendees. In summary it was explained that the purpose of the report was increase awareness and ensuring that all services are safe.

- Locally it's about primary care been transparent, honest and practices looking at what systems to put in place in terms of reporting quality issues
- Any patient with concerns should also contact the PALS service
- Focus on the patient experience and safety

Commissioning of New Services

- A fellow member of the group wished to asked whether there were any plans to commission new services at the Practice
- Dr Dean clarified that the Practice itself is not in a position to commission new services however the CCG are looking at services
- Dr Dean explained that we now have an ultrasound service at the Practice on Mondays (non-obstetric) and audiology service on Wednesdays.
- Dr Dean also mentioned that a new pain service has been commissioned (a tier 2 service) which will start in September 2013

Practice Website Feedback

- JR displayed the practice website for the group and a discussion was started regarding the layout and functionality of the website and how we could improve the usability
- It was agreed that the pages are text heavy and everyone agreed they would like to see more images/pictures and buttons
- Other suggestions were to have a link to NICE guidelines, information links for common ailments, information page on training, pictures of doctors, boundary map of the practice, link to Department of Health or fitness first websites with travel hotspot information, price list of vaccines e.g. yellow fever

Other Business

- It was commented on that the disabled markings on the block paving is faded and not big enough and is frequently used by non-disabled people