

Barton House Group Practice Patient Group Meeting

Date: 10.12.2015

Present: Dr Matthew Bench, Farzana Alam, CD, PG, PK, LW and EP.

Apologies: AA

Minutes and matters arising from last meeting

Staff News

Dr Bench talked through the following staff changes

- With our practice nurse Shelley Clamp now gone Barton House is in the process of recruiting a new health care assistant who will be joining the practice from February 2016. The team will then consist of two nurses and two health care assistants.
- Dr Settle will be going on maternity leave from February.
- Dr Chan who joined the practice as a registrar, then recruited as a salaried GP after completing her final phase to be a GP will be leaving Barton house at the end of December.
- Dr Home, one of our salaried GP who has been on maternity leave will be returning to work from January 2016.

Flu Vaccinations

Barton House had some difficulties this year with lack of nurses. Walk-in clinics and clinics by appointments were however available throughout October and November. All PPG members are encouraged to advertise the influenza vaccine to friends and family members who are registered with the practice. The vaccinations will remain available until March. This year has also seen an increase in other service providers such as pharmacies offering flu jabs to patients which managed to cover some of Barton House's patients, however this means the practice has lost out on those patients.

CQC Inspection

Dr Bench provided an update on the CQC report. The rating for Barton House is **“Good”** with “Outstanding” in mental health care including dementia. The practice was visited by three inspectors who examined all the policy documentations and if all staff knew about the policies and procedures and where to find them. They also collected information from national surveys and looked at QOF. The practice was given an interim copy and once the report is published it will be publicised and uploaded on the website. Barton House also received a visit from the infection control team who scored the practice with 94%.

Patient survey

The group looked at the draft questionnaire. Some changes were suggested i.e. instead of having a box for general comments and suggestions patients could be asked to provide details if dissatisfied with service so they could be contacted.

It was also discussed that CHUHSE-the out of hours service provider could be promoted more in order to minimize A&E attendances. The service is adequate in their response time and sort out patients in a reasonable way. It is better as patients can get help and advice quicker and even be seen without going to A&E.

Prescription Requests

The group suggested flexibility in taking prescriptions over the phone. Dr Bench explained that it would increase the number of phone calls hence longer waiting time for patients and would also increase the response time in getting back to patients due to the volume. The receptionists also may not get the correct medication name and may end up ordering the wrong item. Dr Bench also suggested that the patients who do not prefer EPS can have it reversed to original way of collecting prescriptions from the GP.

The meeting finished at 2 pm.

Next meeting date 10.03.2016