

# **Barton House Group Practice Patient Group Meeting**

**Date:** 26.03.2015

**Present:** Dr Matthew Bench, Dr Tricia Bohn, Blessing Nwachukwu, Farzana Alam, Emirayse Ahmet, Chloe Desouza, Jennifer Duke, Pamela Guest, Patricia Kattenhorn, Janice Nicholls and Tariq Saleem.

**Apologies:** Marguerite Dicquemare, Katherine Gauci, Christine Moffat and Ayfer Tewfik.

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## News from the practice

### **More extended hours**

Dr Bench explained that there have been various attempts from NHS England over the years to provide extended hours and so Barton House have been providing early morning and evening appointments. These are thought to be beneficial for patients in particular working patients who find it difficult to come to the surgery during the day.

Some group members enquired whether the surgery can be open on a Saturday. Dr Bench explained Barton House previously had been open on Saturdays, however with the Out of Hours providing the same service Barton House instead decided to provide the extended hours service. The service has been extended further and now includes sessions on Wednesdays from 7-8 am.

### **New telephone system**

Barton house implemented a new telephone system in September 2014. The new telephone allows for a queueing system in which patients are aware of which number they are. It also allows patients to select the correct department for example the secretaries or reception which is less time consuming.

The group has found this to be real positive. The feedback was that patients appreciate the choice as they know they are in a queue so the call would not be dropped. There have been some complaints whereby the patients felt they were waiting longer to be answered. This has been found to be during morning hours where a number of receptionists present are dealing with patients coming in as well as answering calls.

The group proposed that we could delegate tasks so some receptionists can answer calls to book appointments while others can answer general queries.

### **Online appointment booking**

Barton House has now gone live with the new patient access service on the practice website which means that patients can book, cancel or change their appointments online.

Dr Bench explained the concern that if all appointments are provided online then it would make it very difficult for patients who do not use the internet to make any appointment to see their GPs.

## **Staff**

Barton House is in the process of recruiting a practice nurse. A new GP Dr Deepa Shah will also be joining the practice from April 2015.

## **Appointments**

The group discussed about not always managing to see a GP of their choice. Dr Bench explained that we are aware that patients want to see a GP of their choice, but we do not have the capacity to make this possible. Many of the GPs work part-time so they are not always accessible at the times that patients require.

## **Waiting times**

The group discussed about having a notice in reception to say if a GP is running late.

## **On the day appointments**

Some appointments are offered on the day on an emergency basis. If it is very busy patients may have to wait to be seen. Mrs Duke commented that she was given an on the day appointment and seen promptly on arrival.

## **Friends and Family test**

The PPG members requested information regarding the Friends and Family test. Dr Bench explains that the Friends and Family test is a Government requirement. The practice must provide monthly figures to NHS England on how many patients have given feedback. When CQC inspect the practice they may ask to see this feedback; whether it is positive or negative which may indicate any trends. Dr Bench has asked the group if they had completed a feedback form after visiting their doctor. The members indicated that they have seen the form and will complete this after their next visit with a GP.

## **Cutting down on A&E**

It is difficult to control the number of patients who choose to go to A&E rather than consult their GP first when experiencing illness.

If an emergency appointment isn't available at the surgery patients are put on the triage system offered by doctors, whereby any patient who is ill will be called by a doctor the same day and will be brought in if necessary.

## Growing the group

There is a need to grow the group and Farzana has already started the advertising process with a poster which is now up in the waiting area as well as on the website. The GPs will be informing patients directly about the group and try and encourage new members. It was discussed the group should be representative of the local population and represent a wide demographic so that all categories of people can have a say in how the practice is run.

### **Dedicated notice board**

It was discussed that a new notice board dedicated to the PPG to be put up in the waiting area. This will be used to advertise the group, publicise meetings and invite all patients.

### **NHS Choices**

Ms Ahmet commented that a little encouragement and appreciation of the staff goes a long way. Blessing advised that The NHS Choices website enables patient to post comments and reviews regarding the practice and encouraged members to visit the site.

## Getting Involved

Some of the members suggested having an open day for long term illnesses to gain awareness. They were interested in promoting this and also become a part of the planning process. Blessing and Farzana agreed to arrange this in the near future with the help of the group.

**The meeting finished at 2 pm.**