

Minutes of Patient Participation Group on Wednesday 10th October at 17:00

Apologies: KM

Present: Christine Sanderson (CS, Practice Managing Partner), Haroon Bashir (HB, Clinical Pharmacist), Michael Land (MJL, Administrator), CO'S, BO'S, BJ, JS, CA, WW, MF, MMF, JM, MW

Previous Minutes

Minutes recorded as correct.

Practice Merger Progress Update

CS noted that the Practice is following due diligence to make sure that any potential merger is right for the Practice, its staff, and ultimately the patients. Namely, what it would mean for everyone and how it would work.

EDIT: While following the process of due diligence, King's Medical Practice has come to the decision that merging with the other Practices at this time is not in the best interests of the Practice, its staff, or its patients.

Patient Satisfaction Survey

CS confirmed the Practice had been named in the Wakefield Express by the Wakefield CCG Probity Committee as one of 11 practices that had fallen below CCG's baseline for overall satisfaction with access to appointments and that the Practice was putting in place an action plan. CS had contacted the CCG as the Practice wasn't informed of its position prior to the Press being made aware and there is a contradiction between what the Practice contract requires and the reported measure in the Press. The patient group felt it was unfair to name the Practice without first making it aware or giving the Practice an opportunity to respond to the results before the Press were informed.

CS shared an in-house Practice Survey that will be used to collect more reliable data than the Ipsos MORI survey. The results will be shared at the next Patient Participation Group meeting for discussion.

Prescriptions

MMF raised an issue that our pharmacist, Haroon Bashir, is currently telephone consultations which can be difficult for the elderly, hard of hearing, and people with memory problems to benefit from and would be better suited to a face to face appointment. CS reiterated that due to the training program Haroon is on, he can't yet do

face to face appointments but is taking the feedback on board and will look at alternative ways to help patients for which a telephone consultation isn't helpful.

Continuity of Care

CA raised an issue with getting continuity of care within a good time frame, noting her last wait was 3 weeks. CS responded that the Practice is reviewing how it can improve continuity of care, but given current demands on all Practices, a 3 week waiting time for a preferred GP is, in the least, normal. However, CS added that patients are encouraged to book their future appointment before they leave the Practice as it is easier to cancel an unneeded appointment to make it available to others than it is to try and accommodate booking a patient in with a preferred GP within a short timeframe.

Any other business

JS thanked Lisa and Mandy for their help over the past year and recently Dr David Maud for the care he's given.

Next meeting will be held on Wednesday 12th December 2018 at 17:00