



Patient Reference Group – Minutes – 2nd October 2014

Date	2 nd October 2014	Location	Stanmore
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Attendees

Dr Yvette Saldana	HO	Apologies: FR ST SM KP Paula McLaren
Dr Milen Shah	LG	
Amelia Hall	UC	
Kiran Bakhshi	TR	
Lynn Brown	BD	
Olivia D’Cruz		

Minutes

Development of the Network (from the minutes of the last meeting)

Discussion on the setting up of services within the network of 6 practices local to Burnt Oak. Oaklodge will be the first practice to host the new network clinics for minor illness and dressings. It is open for patients from both Burnt Oak and Stanmore.

There was discussion around the approval of data. This will be a nurse led service.

Action Plan Update (Kiran)

More staff answering calls and other associated actions, progress has been stalled by issues with the telephone system. By January, hope to have all calls answered at Burnt Oak. Answering phones from 8am and staggering working patterns is in progress as is having the phones on at lunchtime. Redesign of Stanmore reception desk is complete.

Issue raised over the location of the touchscreen booth that the sun reflects on the screen and also it is very much in view for people to see.

Telephone communication, and difficult conversations training is planned for staff.

Minor ailment scheme for Stanmore patients, not moved forward yet. Need to contact local pharmacies.

Gone live with text messaging for appointment reminders. Can also cancel appointments and it will go straight into the system.

Secure communications with patients (email) is still to be solved (on hold).

Patient Survey – unfortunately Yvette explained that NHS England claimed that we haven’t met the criteria and therefore we are £13-14k down on budget compared to last year. Appeal is pending.

This has been disappointing as we delivered the same survey as last year but NHS England are cutting budgets so have not approved the funding.

Patient Newsletter

Olivia and HO gave an overview of the Newsletter. This can be emailed to patients as well as copies in the surgeries. It is expected that perhaps 200 copies in the surgery may be enough.



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It was also mentioned that a few copies in local pharmacies may be helpful e.g. Andrews
It is planned to do 3 or 4 newsletters a year. It was agreed to start with 3 and then move to 4 with the next issue being in January.

There is a need to add the Issue Number on the bottom of the newsletter.

Some amendments need to be made to enable clicking on the website to download the newsletter.

Olivia is chasing someone to help update the navigation and look of the WMC website but the content itself is good.

Discussion over where to hold leaflets and where the best location of the wall is to display the newsletter.

A request was made to create a working party/brainstorm how to improve the surgery/waiting area.

Agreed that the website URL details need to be prominent on the Newsletter.

Print Costs – £75 for 200 colour copies, plus paper costs. Then £95 for 500 colour copies, plus paper costs. Would need to confirm if VAT is included/excluded. It is assumed that paper costs will only be circa £5-10.

Controversial over whether private providers would be allowed to advertise on the TV screen.

A thank you needs to be added at the bottom for pharmacies eg if they sponsor the printing costs.

It was agreed that the first one would be funded and produced in house and then maybe look for external sponsorship for future issues.

CCG paid for one year of the screens. No more funding. It costs £700 to keep the screens running.

Agreed that the newsletter was approved in its current form.

Healthwatch Barnet information leaflets

Yvette explained that this followed from her discussion with Healthwatch to try and reduce volumes at A&Es. They would like to distribute the leaflets locally through GP surgeries.

Many people don't understand that 111 will direct you towards a GP service out of hours.

There are electronic apps available for Barnet but not Harrow.

Patient.co.uk also has useful information on it for patients.

First print to be distributed at the flu clinic and also to be given out at consultations by GPs.

Friends and Family Test

Yvette explained that this is compulsory. There is a need to demonstrate that every time a patient accesses the service, the surgery needs to give people the opportunity to respond to the question about how likely you are to recommend this service to others.

There is also a need to ask a second question.

Website will charge £50 one off fee to add questions to the website.

Have to publish to NHSE the number of responses that the surgeries get.

Kiran is also looking into the touch screens and whether you can do feedback on the way out.

There was a question about whether it could be done through texting, although this will probably cost.

Contractual need for a patient group by NHSE but no requirement for a survey but now everyone has to do the F&F test.

Reminders could go on prescriptions, the website as well can encourage feedback.



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Agreed that the PRG don't mind what the second question is.

Patient access

If you have registered for patient access, you can now view part of your medical record on line. Allergies and drug medications can be viewed on there.

There are options to view other parts of records.

There is not an agreement about whether patients should be able to access e.g. their blood results on line. There is concern where people may worry about abnormalities with their results.

Guidance from the LMC is to stay with medicine and allergies only.

You can limit the cohort of patients that can view their results but there is no way to restrict which test results you can see or not.

It would be helpful if you could view your immunisation records. It was agreed that this will be included.

Wellbeing Programme - Amelia Hall

Successful Coffee morning at Burnt Oak, 13 organisations participated.

Looking at patient education programme with Usha. Looking at diabetes first.

Working with Sonal one of the trainee nurses working with vulnerable families.

Also training for staff on well-being advice.

Flu clinic volunteers would be great for handing out leaflets and talking to people. The Winter Well programme includes help for vulnerable people. Amelia has produced a similar leaflet. If elderly put their names on a register and their heating goes off then the Red Cross comes over with a hot flask to check they are ok.

"Love Burnt Oak" are doing their official launch event and also looking for volunteers. It is on 11th October.

All new packs come with mental health questionnaires.

Stanmore patients can now be referred to Amelia at Burnt Oak, so available for all patients across both sites.

Flu Clinics

Sun 5th 9-12

Mon 6th in the afternoon.

Sat 11th Oct at Burnt Oak

Sun 19th at Stanmore

Request for volunteers to help hand out leaflets.

AOB

- 1) Healthwatch provided some feedback on the WMC website. They used 10 questions and use these to check the website. A suggestion about how patients may evaluate the website and provide feedback. Action for everyone to think about the top 10 things in relation to the website.