

# HANDSWORTH MEDICAL PRACTICE

## Minutes of Meeting

Ref No: ..... Minutes Taken By: C. Harrison.....

Date & Time: 24 August 2011..... Venue: Handsworth Medical Practice.....

Purpose of Meeting: Patient Participation Group.....

Attendees: ARS, NH, DR, JC, JA, DC, GD, HN,..... Apologies For: .....  
NB

CFI: .....

Item	Note	Action	Deadline
1	ARS commenced the meeting by thanking everyone for attending, and stating that he wanted a more focused meeting than the last time which was just an introduction to what was wanted from this group.		
2	ARS informed the group that only 25% of practices in the country had started a forum group. He stated that he wanted to hear ideas from the forum group about what could be done to try and improve the service given to the patients. He also stated that not all ideas would be implemented but we would appreciate any input.		
3	<p>NH passed the forum members envelopes containing registration details for online booking of appointments and requesting repeat prescriptions. She informed the members that it is the practice policy that these details are only given to the patient for confidentially reasons; spouse can not request details for their husband or wife.</p> <p>NH explained how the online system works and stated that if should cut down on phone calls and hopefully on DNAs as patients can also cancel appointments online.</p> <p>It was pointed out that prescriptions cannot be ordered more than 7 days ahead of when they are due. It was also pointed out that some medication has to be reviewed every 6 months and if this is due then it will say this on screen, but if required urgently a message can be left and it will be dealt with.</p> <p>At the moment no nurse's appointments will be available to be booked online as the Nurses perform different duties and patients will not know who to book in with. A trial will be put in place in the next few weeks to enable appointments for the Health Care Works to be available online.</p> <p>It was pointed out that not all patients have internet facilities but it was stated that appointments will still be available to be booked over the phone or in person.</p>		
4	SMS texting – We are trying to implement texting as this can be used to inform patients about blood results and cancelation of appointments. To ensure that this works we need to have up to date mobile numbers and we are working hard to up date our records at the moment. We need to be informed of any changes in patient telephone numbers and addresses as soon as possible.		

	<p>We were asked if we could send appointment reminders by text, which we said could be done but we are not using this at the moment.</p>		
5	<p>ARS, NH and DR are going to try to attend the monthly forum meetings to try and reach out to the community.</p> <p>It was stated that after the presentation at the forum that people had had their eyes open to what actually happens at the practice.</p>		
6	<p>ARS informed the meeting that he had had a discussion with Maurice Littlewood about the pollution on Handsworth Road contributing to asthma and COPD.</p>		
7	<p>ARS asked the meeting for contribution to how we could improve Fitzalan Road surgery. He stated that he had heard that it is the worse house on the road.</p> <p>JC said the biggest problem was the rubbish created by people going to the Fish and Chip shop and dropping their litter on the road or over the wall on to the surgery premises. He wondered if there was any way to get a bin positioned around the area. He also stated that this had been raised at a previous forum meeting when the Council had attended and they were told that the Chip Shop is responsible for the rubbish created.</p> <p>NH stated that she would have a word with the shop owners.</p> <p>ARS informed the members that the practice are thinking about changes the seating in the waiting area to try and brighten up the area, but we are limited to what can be done as we only lease the building.</p> <p>Members wanted to know if there was a possibility of getting one new building. We had looked in to this in the past but there was no available space available in the area and the PCT don't class Handsworth as a deprived area, but the practice will keep looking in to this happening in the future.</p>		
8	<p>ARS asked the members if there was anything else they wanted to discuss.</p> <p>JA stated that he sometimes has people working for him from out of town and wanted to know what provisions the practice has in place for patients who this applies to.</p> <p>NH stated that we offer late night appointments on Tuesday and Wednesday evening and Saturday morning appointments for workers in this situation.</p> <p>JC asked when the practice would be changing the telephone number at Fitzalan Road back from an 0845 number. NH was unaware that this would be changing but she will look in to it.</p> <p>JA asked if the practice was at a level where it needed to be with the number of GPs. ARS confirmed this, as the DR to patient ratio is around the 1400 area whereby most practices are 1800.</p> <p>It was stated that Dr Downward is near the end of her training period of 1 year and then we will be taking on another GP Registrar.</p>		

	The members wanted to know why the seating had been moved from in front of the reception desk. NH informed the meeting that the seats had been moved for confidentiality reasons.		
9	Date of next meeting – 16 November 2011.		