

# Priory Medical Practice

PPG Tuesday 8<sup>th</sup> Jan 2019

Present: VMD, SL, AM

Patients that attended 35

Chaired by: SL & Dr A Mom

Minutes VMD

<b>Minutes</b>	<ul style="list-style-type: none"><li>• Taken by VMC</li><li>• Introduction done by PMP staff Dr Mom clinician SL Practice Manager VMD Hear of Reception</li></ul>
<b>Points Raised - Agenda</b>	Chris – Paramedic Practitioner Extended Access Service Access to same day appointments via 111 booking On line services – prescriptions and ask Dr Question etc Web site Local services – urgent treatment centre
<b>Comments from group</b>	<p>Good feedback for Chris – happy to be seen by him and positive feedback around home visits – group happy that he had loads of experience – Practice explained the importance of triaging so that patients get seen on the day by the best health care professional for their needs</p> <p>Group made reference to the amount of times it takes to get through on a given date – most did get through in the end but felt frustrated at the amount of times they had to ring - Practice explained as it was call and attend everyone is trying to get through at the same time and maybe to wait 5 Or 10 mins and try again – as we now have extra capacity Group were happy with extended access as many had been triaged and sent to this service – other members of the group were unaware of the service – Practice explained all options and the extra capacity in the Bedfordshire area</p> <p>Group mentioned that some reception staff were not as helpful as others – Practice said they would look into this</p>

	<p>and continue with ongoing training</p> <p>Group mentioned Dr Mom going on mat leave – Practice explained that we have locum cover which is adequate cover for this period</p> <p>Group wanted to book themselves in to the session via the on line screen – Practice explained this is not currently not feasible due to IT limitations of the online booking screen (in allocating a token of patients arrival times in numerical order to be seen for our call and attend clinics)</p> <p>Group wanted to have text messages to remind them of their booked appointments as they sometimes book 3 weeks in advance – practice said they would look into this</p> <p>Patients, including new patients and those of working age, raised benefits of having alternative methods of communicating with their doctor with simple queries regarding their medical conditions. PMP discussed current telephone messaging system as well as online 'ask your doctor' service via practice website.</p> <p>Parent in the group raised the benefits of having earlier call and attend clinic times for those who worked and present with their children in am clinic for minor illness conditions. Positive feedback given by parents regarding same day access and overall good care for children wrt. Prompt referral to secondary care and acute local services where appropriate.</p> <p>Most of the feedback was very positive and the practice is feeling motivated from this – there are some issues that need looking at and this will be reported in the next meeting held in 3 months</p>
	<p>The practice will review all comments raised and develop an action plan for the coming year and discuss at the next PPG Date for next PPG to be confirmed</p>
<p><b>To do list</b></p>	<p>Review telephone system, in particular ways to help reduce wait times during mornings for booking the call and attend clinic</p> <p>-Continued training for Reception staff including signposting to appropriate services within the practice such as</p>

