

## Patient Participation Group – 26/02/15 - Minutes

**Present:** Carmel Sholfield, Jean Ward, Tom Alderson, Neil Woodley, Irene Woodley, Michael Green, Richard Bird, Ahmed Khan, Imran Patel

**Apologies:** Mary Naylor, Jacqueline Dunston.

Agreed that Locala will chair the meetings for now until things are settled:

This group can be used for anything:

Can be used to improve the surgery

Can be used to do things in the community

### **Topics discussed**

Background on the practice - 2 Full time GPs (Dr Gogna and Kwan)  
2 GPs on bank contract – used on an ad hoc basis (Dr Carrol and Kwan)  
One practice nurse (25 hours a week)  
2 Part time Healthcare Assistants (Sheila, Cathryn)

Recent changes: The nursing – Liz Parker has replaced Carmel as the Practice Nurse  
Felicity the Advanced Nurse Practitioner has left.

Layout of the admin staff, their roles and responsibilities

Reception: Oliver Smith, Denise Pearson (full time), Shafika Loonat, Karen Wilson and Azra Bary (part time)

Admin team off reception: Carmel Scholfield (Practice manager), Jean Ward (Assistant manager, Thomas Alderson (Trainee manager) and Patricia Anguige (Finance officer)

The practice patient list: Just short of 4000 (3858)

Discussion about Locala, what Locala is and what services it provides.

The contracts that this Practice, as part of Locala, have to fulfil

- It was agreed that we would find a list of the contracts that we have to fulfil so we can see the break down.

Room utilisation, are all the rooms utilised?

Referral system was discussed:

- Choose and book, patients get a list of options which they can then pick where they want to be seen. Seen within 18 weeks.

Opening hours, surgery times open, will there be an expansion on this?

- Currently open Monday – Friday 8am – 6pm
- May be the potential to expand this from 8 – 8.

Possibility of virtual consultations in the future. Locala currently uses an internet based phone system called 'Lync'. It is a bit like skype and is currently being used all a primary means of communication within and externally from Locala. This software could eventually be used to stage consultations between clinician and patient.

Patient suggestion:

- Is there the possibility of generating an online newsletter to educate the patients of how to use our services?

It was decided that Broughton House Surgery should work with the patients to generate a newsletter on the surgery and Locala in general, what is changing and currently in place etc.

For next time, for the patients to think about and come back with:

- Who are the attendees, what do they do, what can they offer to the group?

Date of next meeting:

- Thursday evenings – 16<sup>th</sup> April