

Patient Participation Group

FEEDBACK AND LATEST ACTION PLAN

- PPG Meeting: Tuesday, 29th January 2013

Current issues discussed

New clinical system

SystemOne clinical system went 'live' on, Thursday 15th December 2012. There were no significant problems encountered. The early implementation of 3 month repeat prescriptions reduced the workload significantly during the change over and Christmas period. The appointments were also reduced to book-on-the day only, for the two 'go live' days to help the clinicians and admin team gain some experience before normal business resumed.

Temporary residency experience

During the meeting a PPG member praised the practice on the care that her mother received as a temporary resident. The practice seamlessly took over the care of the patient after she temporarily moved in with her daughter while she was recovering from an operation. The practice manager said that while we aim to assist patients who have relatives staying with them – sadly this is not always possible as the demand can be too great.

Prescription request time from pharmacy collection service

A PPG member queried the time that a repeat prescription request should take from ordering a repeat prescription through to collection of the dispensed medication. The patient was informed that from the date the request was made by the pharmacy the prescription would take 48hours to be issued by the doctor and a further 24hours to be dispensed. Any further time taken is an issue for the patient to discuss with the individual pharmacy.

Text messages

An error was made using the SystemOne text messaging service. An appointment had been made by the patient and then cancelled via a text message. A subsequent appointment was then made; however, the appointment was not made on the expected day. We can only assume that an error was made due to inexperience of staff using the new clinical system and this would be discussed with the reception staff. We do expect occasional

errors while staff is learning the new system and apologise in advance for this.

Letters/results from the hospital – “Does a doctor always see it?”

One member was concerned over an issue she had recently experienced regarding her results. The practice manager explained that we no longer receive hard copy letters from the hospital. Letters are all passed over electronically and go through a number of processes before the doctor can review. The process of how we receive and view letters has changed considerably over the past 5 years. What has not changed is that a doctor will always see patient related letters before they are processed and filed in the patient records.

Significant events

The practice team completes a significant event form for both positive and negative events that may occur. The process of significant event reporting helps the practice as a whole to be aware of events that may have led to a negative or particularly positive patient/staff experience. The significant event is analysed by the practice manager who will determine if the current system needs amending or new systems need implementation to avoid another occurrence. These significant events are then discussed at multidisciplinary teams meetings.

Scan from Addenbrook’s never received by patient or practice.

A PPG member was concerned that neither he nor the practice received the results of a scan requested by a hospital doctor. The practice manager explained that unfortunately when tests/examinations are requested by a hospital doctor they are not always received by the patients own GP. It is expected that a patient would have a follow up appointment at the hospital where the results would be discussed. If this was not the case then it would be advisable for the patient to call the hospital for further advice. If the patient was not happy to do this then the practice would contact the hospital on his behalf.

The practice manager again asked the group if they could identify 3 areas of improvement.

- We have already ordered new chairs for the waiting room to improve infection control.
- We have made sure that hand gel is constantly available for patient use.
- Treatment & waiting room area are all programmed for refurbishment.

Next meeting, Tuesday 5th March 2013