



News from the waiting room August 2018

At our most recent PPG meeting in June 2018 we reviewed the comments received in the PPG suggestion box:

Air Conditioning

We received a comment asking for air conditioning. This isn't something that the practice can get at the present time however the practice does have skylight windows which can be opened in the hot weather.

Male/Female GP

A comment came in asking if the reception team can let a patient know if they are seeing a male or female GP. After discussion it was decided that the patient can ask this question if they need to know and the information is available on the website and in the practice leaflet. Now that the reception team ask what the problem is this may help staff book appointments with the best people. For reference 4 of the practices partners are female and 1 is male.

General Discussion:

Signposting

The reception team at the practice had signposting training earlier this year which means they are trained to help patients to get the best help, first time. The team now provide some information on self-refer/help services depending on what the problem is that the patient states they have. The patient can then make an informed decision as to whether they still require a GP appointment or whether the information provided will help them with their issue. The PPG were generally positive about signposting and in their experience did not find the reception staff asking the problem intrusive.

GP+

The practice informed the PPG of another new service available to patients registered at the practice. A new extended hour's service whereby patients can be seen in the evening from 4pm up to 8pm and at weekends from 9am - 1pm - this service also includes bank holiday cover! The extended hour's service is based in the city centre - to be a central location for all Nottingham City practice patients to access the service. The appointments are bookable through the Melbourne Park Medical Centre reception. The PPG felt this sounded like a good service and will be interested to know more about the take up at the next meeting.



Melbourne Park Medical Centre



Patient Participation Group

Patient Access

The online patient access system was discussed as the practice is keen for more of its patients to sign up to the service. Many patients may find it very useful to order their prescriptions through the service and as more patients sign up there will be more appointments available online. We discussed the fact the website had recently changed which appeared to have a few teething problems but many of these had now resolved. The PPG made good suggestions on how we may encourage more patients to sign up which will be implemented.

New Leaf

The practice and the PPG remain disappointed at the fact that the important stop smoking service "new leaf" was cut earlier this year. The chairman has spoken to the local council about the service - as it was run by them and they have blamed government cuts on the reason for it ending. The practice remains hopeful that a new service will be created soon and will keep patients informed about any developments.

Practice Closures

The chairman did state that he did not find the practice closures on some Tuesday afternoons helpful. It was discussed that there were only 8 of these a year and the practice does still offer evening surgery's on the dates to ensure a minimal impact on appointments. The practice no longer closes on a Friday lunchtime which was the traditional chase for the staff to get training. The dates for closures are well advertised on the website and in the waiting room. The PPG agreed that staff training time was useful.

Appointments

The appointment system of another practice was discussed whereby patients are asked to come for a 5 minute appointment following a telephone review. The patients are then asked to return at a later date if an in-depth appointment was required. The PPG mostly agreed that this system sounded very time consuming if asked to come back. The PPG wanted to see whether signposting and the new GP+ system will make a positive impact on the appointments and we will continue to discuss this at further meetings.

The PPG is always looking for new members - all are welcome

