

TRAFALGAR MEDICAL GROUP PRACTICE PATIENT PARTICIPATION GROUP

You are cordially invited to the Meeting of the Trafalgar Medical Group Practice Patient Participation Group which will be held at 5pm on **Thursday 21st February 2019 at Eastney Health Centre.**

AGENDA

1. WELCOME

2. MINUTES

To agree the Minutes of the Meeting held on 18 October 2018

3. OSTEOPOROSIS

Jo Sayer, Nurse Specialist for the Osteoporosis Society will give a talk on bone health and osteoporosis

4. HAMPSHIRE FIRE AND RESCUE FITNESS COURSE

Andy Piper, Crew Manager, Fire As A Health Asset will give a short talk on the STEER course has been specifically designed as an innovative approach enabling older people to be happy, healthy and remain in the home safely.

5. PRACTICE TELEPHONE AND PATIENT CALLING SYSTEMS

At the last meeting the Chairman was asked to write to the practice expressing concerns over the Practice telephone and patient calling systems.

Attached is the letter to the Practice and the reply from Alex Speight, Operations Manager

6. CHAIRMAN'S STATEMENT

7. PRACTICE UPDATE

8. FUTURE MEETINGS

- a. Future meetings of the PPG have been arranged for 27 June 2019 at which where it is hoped to arrange talks from Solent Mind on the services they provide and John Attrill, learning Disability Champion and 24 October 2019.
- b. To give consideration to topics for future meetings.

NOTE: THE MEETING IS SCHEDULED TO FINISH BY 6.15PM

ITEM 5

Dear Dr Price & Partners,

At the PPG Meeting on 18 October the members expressed grave concerns about the telephone system operated by the practice. They commented that often having been held in a queue for some time they were often cut off. Sally explained that your providers were looking into why this was happening. Members were aware that there had recently been some problems but took the view that the system was not working efficiently and needed updating. It was suggested that the phone service if, when connected, could give caller's options i.e. press 1 for appointments, press 2 for cancellations etc. This could possibly delay waiting and help deal with calls more efficiently. Other suggestions were to change the provider to one which is fit for purpose.

Members also expressed concern that the system alerting patients to see a GP or nurse could be embarrassing for some patients, having their name put up on a screen could possibly also breach data protection rules. The system currently used at Eastney gives patients a number, in future could patients be given a number on arrival and that number be put up on the screen when patients are due to see the GP or nurse.

Yours sincerely

David Pryke

PPG Chairman.

Dear David Thank you for your recent letter to Dr Price who has forwarded this on to me. In your letter you outline your concerns raised at the PPG regarding our telephone lines and also the "call in" systems Telephones We are aware of the issues with the phone lines. Sadly, this is not down to the system provider but moreover the numbers of staff we have. We are in the middle of recruiting staff in order to deal with the high numbers of telephone calls we receive. Sadly, the job of a Receptionist is not as it was some years ago and high demands on the staff and increased patient expectation means we are currently short on staff. This simply means we do not have enough staff to answer the 10 phone lines we have into the Practice. Call System We installed this system recently as an upgrade to our existing system we already had in Osborne Road. It is a far superior system which allows us to use health promotion as well as process the patient calling into the surgeries. From the studies we have looked at locally and nationally, the feedback you give is featured and occasionally we have a negative comment regarding a persons' name being called out, but I have to say, this really is in the minority. Additionally to this, we can have the system "call" the name out, so it is heard in the waiting room, however, in order to minimise negative patient feedback, we have turned this function off in place of a beep. Sorry this perhaps has not really dealt with the issues

you raised but we do take feedback very seriously in order to help shape our services to best meet patient and PPG needs. Thank you for taking the time to write to us

Yours sincerely

Mr A J Speight

Operations Manager

In addition, Alex emailed the following comments:

By way of an update for the phone system, only this morning did we roll out something we call the "auto-attendant" which we have not been keen on having, but listening to the PPG and our patients in general, we have installed it.

We have a new message and an "Option 1" and "Option 2" to see if this helps with the situation. Additionally this morning, I also spoke with the engineer who is going to investigate further.

We have also this week purchased 2 additional "lines" in order we try and reduce the "at capacity" time for the system.

I hope this answers your points raised but am also more than happy to meet with you in order to discuss this further if you need to.

Please see the additional message(s) we now have

Message 1 (Initial Message)

Thank you for calling the Trafalgar Medical Group Practice. Did you know you can access many of our services by contacting us online?

Please visit our website at www.TMGP.co.uk for further information.

If your enquiry is related to test results, please call back after 1100

Please listen to the following options.

To make an appointment please press 1

For all other enquiries please press 2

Message 2 (Appointments Line)

Please hold until a receptionist is free. Please note, the Doctors at the practice have asked reception staff to ask a reason for your appointment, this is to ensure you have an appointment with the right clinician.

Message 3 (Enquiry Line)

Please hold until an operator becomes free. Please note we cannot take any prescription requests over the phone, these must be requested in person or online via our website, www.tmgp.co.uk.

