

Notes from 12th March 2019 PPG evening

Attendees:

Dr D Jackson

L. Plumpton

A. Plumpton

R. Roberts

C. Bartram

P. Leyland

A. Kent

Presentation available online

Patient Feedback/Discussion

- A need to advertise more widely the impact of DNAs including costs
- A need to share and educate patients more on appointment booking processes
- Share approximate costs of appointments so that they are valued more
- Check text reminders. Suggestions for 1w prior and 12hr prior to promote cancellation if no longer required
- Telephone appointments – Is there any way that a more approximate time for a call back could be given (eg. Not “a call between 8-1pm)
- A growing request for background noise in reception area (New Carillon Wellbeing Radio)
- Patients who do not accept anonymous calls need to let reception know as there is a process to deal with this and a message could be added to patient notes
- Request for position in queue for telephone system if possible

General Updates from Alan

- Befriending service now has 13 volunteers who take referrals from any healthcare professional including our local area coordinator Kerry Smith.
- An armchair exercise class has been set up at sheltered housing venue in Barwell and the befrienders have attended to meet some of Befriendees
- There is opportunity for more befrienders to be trained. The training includes:
 - Safeguarding
 - Communication
 - Signposting to services (First Contact Plus)

Please contact reception and leave your contact details if you would like to become a Befriender.

- Hinckley and Bosworth has had approval to proceed with £8million investment in community health services which may allow a new endoscopy suite at Ashby Road
- Secret Shopper exercise went well with patients calling surgery with issues. This was then fed back to the Health Professionals at the surgery. The surgery found the findings to be very useful and will be used in training for new staff.
- Community Hospital and renovation of Hinckley Health Centre services. This may go to public consultation June-September time.
- A care coordination project is underway at Barwell which is looking to review patients at high risk of future hospital admission who are frail. The idea being to better coordinate their care between all the different agencies involved and ensure they are getting the best support possible
- A new GP contract and NHS long term plan has been published which includes promotion of the following to patients
 - NHS111 being able to book into GP appointments
 - Video consultations (no dates yet)
 - 25% appointments available for booking online

Next meeting 1st July 2019