

Summary of Minutes of the Patients Participation Group of Botley and Kennington Medical Practice. July 14 2020 at 6 p.m.

12 members were present

9 June meeting with Botley Medical Centre (BMC), Healthwatch and CCG

Sylvia Buckingham our chairperson had requested this meeting, as the PPG felt it was not getting answers about the future of Kennington Health Centre (KHC). CCG clarified that KHC will not be closing.

Recent experiences with BMC

Throughout the last month quite a few patients have been distressed about not being seen or able to speak with reception. The phone seems to be unavailable and certain patients are left waiting unacceptable lengths of time to get through.

A letter to be drafted to the CCG from the PPG to précis the complaints received.

One PPG member reported telephoning BMC, being answered within 6/7 rings, getting a helpful receptionist, a time given either for that or the following day for a Doctor to ring and within 5/10 minutes the Doctor rings.

BMC need to correct the on-line prescription system or make sure that patients know that any alteration of pharmacies will only kick in after the first order.

ACTION ON BMC – To investigate the glitch within the Patient Access system causing this issue
--

A member of the PPG had a problem making herself understood to the receptionist once she got through (after 25 minutes).

BMC could compile some Customer Service Target Levels of Service, including an acceptable number of rings (or minutes) within which it should be answered. Regular staff training should improve the patients' experience. Patients can register their concern when these targets are not met.

Woodlands Pharmacy (Botley Road) will receive prescription requests and repeat requests, lodge them with BMC, prepare and deliver medication directly to the patient's door (for free) within two or three days. Wootton Pharmacy (Besselsleigh Rd, Wootton) also lodges such requests with BMC.

Patient Access works perfectly for one PPG member who collects prescriptions from Kennington Pharmacy 3/4 days after ordering on-line.

ACTION– To summarise the methods of obtaining medication in the next article for newsletters

Should we publish PPG minutes in local newsletters and on BMC website?

Agreed. Essential to keep patients up to date to stem misinformation and rumours.

Drs. Ahluwalia, Ballestero and McEwen and Esti Ballestero joined meeting

PPG meeting

BMC accepts PPG's objective No. 1 within its 2020 Action Plan:

Communication is clearly the key to developing an active and engaged PPG - so improve communication both ways between the PPG and practice staff. To be honest and open at meetings; be supportive; respectful and work towards the same objectives.

Communication PPG/BMC – emailing every two weeks from the BMC noted and agreed.

National changes in Primary Care

Money for Primary Care is being given to create federations of practices, which they have to accept or do not receive funding. But more has been achieved by local initiatives than centralized responses to the pandemic.

Patients with hearing difficulties/deafness

One PPG member is hard of hearing. That patients can only contact BMC by telephone must be discussed with BMC. The BMC website has an email address and web based consultations are possible. But messages about reordering a prescription requires signing in to Patient Access which is not the same as sending an email.

A forum was proposed for patients to join, publicized through local newsletters.

The complaints procedure

Is on the BMC website. But people who feel unwell and tired are frightened to complain. People are needed to whom patients can talk.

PPG supporting BMC with new projects

BMC wishes the PPG to give support to any new patient engagement events and projects that would benefit its patients. The PPG thought that working groups could be a way forward with a further meeting to set these up.

The BMC suggested the following initiatives.

Access to an allotment for those with mental problems.

Help in accessing the internet and all other mediums of communicating between BMC and patients.

Training staff for better 'front of house' - discovering the problems that the reception staff has with patients getting in touch with them. 'Confidentiality' is now the main training point stressed. But restaurants depend on good front of house for their reputations.

Membership of the PPG to represent the local demographic better.

At the end of last year the PPG had a talk on cancer screening. Preparatory work was done to prepare bespoke leaflets for BMC which then needed the help from the doctors. But due to COVID planning these have not yet been forthcoming.

Dr. Ahluwalia and/or Dr. Akinola will support Jacqui to produce this leaflet.

ACTION ON SYLVIA - to convene a meeting of the PPG to set up working groups
--

ACTION on PPG - to volunteer for a working group

Promoting PPG diversity

If working groups could work with BMC and get more involved in the internet access, more people might be interested.

Many attempts had been made to recruit new members. Membership would be more attractive if members could see that the PPG's efforts meant that things would get done. The PPG has always welcomed anyone to attend.

Reopening Kennington Health Centre

The Clinical Commissioning Group is currently looking for an alternative COVID Centre. Kennington cannot cope without KHC for another year. The Bus to Mathew Arnold School through Botley has been cut. Traffic will get worse when bridge replacement starts on the ring road. Further letters and pressure need to be applied.

Publication of minutes of PPG meetings

The PPG will publish its minutes in local newsletters. This may generate interest, and encourage others to attend meetings. Anything confidential would never be included in the minutes.

PPG asked if the PPG minutes could go on the BMC website. BMC agreed that they will look into this and if possible post copy from the PPG on the PPG page on the website. The secretary offered to maintain the PPG webpage.

ACTION ON BMC – To investigate setting up an access authorisation to the PPG webpage only
--

Date of next meeting: Tuesday 11 August 2020 6 p.m.