

Firs Patients Group  
Minutes of the launch ~ 19 March 2018

11 attendees : Jean King, Dorrette Bowen-Grant, Janet Ashley, Neil Levis, Andy Simons, Pauline, Linda Sansum, Trish, Fikri Hussein, Richard Francis, Christine Mason

Also attending : Practice Manager Rehana Meeajane and Shinaz Malik of the Practice staff.

Officers elected :

Jean King - Chair

Neil Levis - Deputy Chair

Andy Simons - Secretary

Janet Ashley - Deputy Secretary

### **Appointments**

- The surgery handles about 400 visits each day, for appointments, prescriptions, etc.
- The Firs Surgery has no doctors working there full-time; of the 3 doctors who are partners in the Surgery, at least one works part-time due to retirement age, and one is on maternity leave.
- GP telephone consultation has been available, but not clear in terms of policy.
- All blood test forms should include a note that they're bookable online up to 3 months in advance. Those who cannot use internet they can book in-person at the St James Surgery.
- Appointments via online mostly unsatisfactory.
- Appointments via phone; Rehana to discuss with phone system provider.
- Reception staff multi-task and there is no designated person available to handle just blood test results.
- Patient 'no-shows' waste the Surgery about £50 per missed appointment; Rehana can provide data on a weekly basis; Andy will design posters for the waiting room.
- Is any surgery having success with appointments?

### **Other Major issues raised**

- Shortage of doctors, and reliance on short-term junior doctors.
- Resulting from the above, there are no designated, consistent GPs available to care for patients with chronic conditions; the St James Surgery provides this.
- Triage decisions would be helpful, either by a designated nurse or Physician Associates (between doctor and nurse). HealthWatch may advise on this.
- Prescription requests appear to be rejected if patients try to order after the surgery has already done so; different wording on the IT system would make this clearer
- A patient's prescriptions noted on an official prescription form are provided by the dispensing pharmacy (and/or the Surgery); the Surgery can print out on A4 for free; a GP-signed letter noting prescriptions or other care is available via the Surgery at a cost of £25.

- Opinion Surveys. Volunteers will be enlisted to obtain the views of other patients in the surgery using a short form (Richard offered to help develop this)
- PPG, CCG and other acronyms used by local health groups are confusing.
- The experience of other surgeries on the issues raised should be explored

### **Miscellaneous**

Other issues raised by those present that the PG will try to feedback on include:

- Health Champions wanted at the Surgery; possible workshop on diabetes, held nearby at The Mill in Coppermill Lane.
- Whipps Cross restructure and how it affects The Firs.
- Andy to investigate changing the email address from **firsappg@yahoo.com** to **firspg@yahoo.com**
- Andy to investigate making the website resulting from a Google search.