

Minutes of Healthy Living Group Held 10/07/14

PRESENT: GE, BH,BP,SR,SB,UG, JF,JA,BD Mandy Neville and Clair Liversidge

APOLOGIES FROM: SA

Complaints Review

MN highlighted our complaints procedure including letting patients know time scales in which their complaint will be dealt with, that we give details of the Health Care Ombudsman and a complaints leaflet.

MN highlighted that she deals with all complaints unless the complaint is against her, then Amanda Rosario deals with it.

Mandy discussed the types of complaints we got and a common theme was phone access and waiting times.

Mandy also highlighted that we use upheld complaints as a learning tool to improve practice and that whenever possible we prefer to help people see a positive impact from a complaint, eg change in practice. We also invite all complainants to join the HLG.

Types of complaints included

Clinical errors in prescribing which led to a change in practice

A patient complaining about reception escalating and the receptionist received verbal abuse

- *SR asked if calls could not be recorded and MN replied this has been thought over but due to problems with disclosure (eg if we failed to let people know we are recording our calls this may lead to issues) it was discounted*
- *MN confirmed the practice we should have a Zero Tolerance Sign – Agreed.*

An issue around online booking should be for nurses and Doctors

- *This is now available*

There were a couple of complaints around consent issues

- *This has led to discussion in reception re giving out information and getting formal consent*
- *SR highlighted what a mine field consent can be regarding teenagers and consent.*

A couple of complaints also involved communication and were very individual. MN reassured the group that if patients need to work through what may have occurred in a

situation such as a bereavement, we are happy to do this as part of dealing with complaints.

Local Initiatives

Food bank and Clothes Bank at PXI at mount Tabour church. Clair Explained she had met Nick Waterford and he had told her about the growing and Art sessions at the venue on Creswick and the referral process for Foodbanks and Clothing bank.

Library Bid – MN highlighted we were supporting a Bid by Foxhill Forum to offer patients a Green Book delivery library service and maybe an outreach library here at the practice. We will await info on this

Book sales

UG/SB asked if the book sales would be better placed under the TV screen. MN to do!

Staff Changes

Karine Nohr's retirement was discussed and highlighted we are advertising for a partner or salaried partner

Also the fact a Salaried GP was to join the practice called Sarah Messenger to replace Peter.

AG stated that was a shame as KN had such a good back ground in woman's health; MN reassured that Amanda Rosario has vast experience in women's health.

Petition

MN highlighted a petition regarding lack of funding and poor access because of it. Petition in reception for people to sign if they desire.

Topic for Patient Participation Action Plan

Common themes seem to be around appointment access and telephones.

Next Meeting Thursday 11th September at 11.30 am

At Foxhill Medical Centre, all welcome!

