



The James Cochrane Practice

Patient Group Meeting

Monday 15th April 2019

Minutes

Attendees

Emma Turner (ET) – Practice Operations Manager (JCP)

Adrian Eglinton (AE) – Practice Business Manager (JCP)

Dr Paul Atkinson (PA) – GP Partnership Chair (JCP)

Members of the JCP Patient Group (PG member)

1. Welcome and Introductions

- ET thanked everyone for their time & introduced herself, AE and PA.
- ET outlined purpose of the meeting.

2. Current Picture & Recap

- PA explained demand is high; Practice is doing more, with less.
- Current waiting time for routine appointments is 4-6 weeks.
- PA explained how patients are “allocated” within AskMyGP system.

3. AskMyGP

- PA explained the Practice wanted to move to using AskMyGP system
- Receptionists have been re-trained to “Care Navigate” when patients make contact
- Patient feedback on the AskMyGP system was gathered:

Positive:

- Consistent message
- Good to have 3 options of contact
- Good experience with disabled daughter
- Can be seen quicker
- Can leave information confidentially
- Found it very good indeed
- Dr will call you later – good experience

Negative:

- Laborious
 - 30 emails later
 - Didn't know the system was changing
 - Wanted to make appointment for week ahead but couldn't – works better to plan diary
 - Don't understand why the system has changed
- Practice feedback on the system was shared:
 - Mix of experiences
 - Can see pictures which is brilliant
 - Book blood tests for patients before clinician appointment, which is better
 - Now structured so GP's/NP's have an empty day to put things in, can be flexible and give 30 minutes if needed, at clinician's discretion

4. Complex Dressings

- Practice is missing 46 hours of time to do them
- Limited resources to allow funding for more

5. Hospital Bloods

- Hospital are funded to do their own blood tests. We aren't funded to do hospital blood tests, and have reduced capacity to do our own.
- 38% of blood tests done in General Practice are requested by the hospital, at the expense of General Practice providing other primary care work.
- Therefore, hospital blood tests take resource out of our system, meaning we then can't do something else.
- WGH have slots available every Saturday and Sunday for blood tests, just up the road.

6. Next steps and propose date for next meeting

- ET thanked everybody for taking time out of their evening to attend the meeting, really appreciated by the Practice.