

Minutes Patient Group Wednesday 04 June 2014

Present:

David Bellamy, Chair of Littledown Surgery Patient Group

Emma Prince, Practice Manager

Julie Hall, Assistant Practice Manager/Reception Manager

13 patients

1. Apologies:

From 5 patients

2. Welcome from the Chair

David Bellamy welcomed the patients who had attended, and introduced himself for anyone who was not at the previous meeting. David is a former GP at James Fisher Medical Centre, and has been a patient at the Littledown Surgery for some time. He is also a governor at Bournemouth hospital.

David explained that he felt the purpose of the Patient Group was to help the surgery run effectively and efficiently and to play a role in the monitoring of the way the practice is run.

3. Online Services

Emma explained that as well as ordering repeat medication and booking appointments patients could now access a summary of their medical record online. The information available is currently medication, allergies, test results, vaccinations and problems.

Action: Emma to clarify for patients what information is available

4. Comments / Suggestions for Website

Patients thought that it would be useful to have the GPs area of specialty on the website so that if patients want to book for a specific purpose they know which GP to go to. Emma is also organising similar information to be available in the waiting room, along with a photograph of each doctor.

Action: Emma to update website and waiting room with GP specialties

Other than that the patients present felt the website was useful and clear. Emma asked them to let her know of any other information they thought would be useful at any time.

5. CQC Inspection

Emma and David introduced the Lead Inspector for CQC, Carver Tedstone, and gave a brief explanation of the inspection process. At the moment the inspections are part of a pilot process to determine how inspections of GP practices should be carried out. Carver then invited comments from the patients present on what they thought of the services delivered by the surgery.

Once the report has been received we will make this available to all patients via the website, and it will also be available on the CQC website.

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6. Any Other Areas to Discuss

- Patient Survey – this will be on the agenda for the next meeting
- Phlebotomy – there is no progress on whether we will be able to offer more phlebotomy on a more local basis. Patients were advised to vary the times they go to RBH for blood tests, or perhaps to try Christchurch Hospital
- Double Appointments – patients asked if you could book a double appointment with the doctor. The practice encourages the patients to do this if you have a number of things to discuss to give a little bit more time
- Choose and Book – patients discussed this service and said they thought it was a good idea, but the practicalities were less good e.g. being sent a number of duplicate and very long letters. It was felt to be useful though for patients to have an idea of the waiting times at different hospitals.
- LED lights – someone asked whether we had considered switching to LED light bulbs at the practice as they are more cost efficient. We have started to switch over to LEDs and will continue to replace existing bulbs with LED ones
- Hedge – patients mentioned the sight lines were difficult sometimes on leaving the surgery car park. Emma said we would get the hedge chopped back a bit more to assist.
- Parking – the difficulties of parking on the road sometimes were discussed. We wondered if it might be possible to have yellow lines painted on the road outside the surgery to make it safer there, with the possibility of parking on the road further down next to the green where it would be safer.

Date of next meeting: 1pm Tuesday 23 September 2014