

Littledown Surgery

Minutes Patient Participation Meeting Monday 10 December 2012

Present: Emma Prince, Practice Manager
Julie Hall, Reception Manager
5 Patients

Issues discussed

- Difficulty of getting to the surgery via public transport – could we consider re-establishing the volunteer car scheme to assist patients in getting to the surgery
- Test results can only be given out after 2pm as this gives time for the doctors to look at them. We cannot give out test results until they have been reported on by the doctor. If this ever does happen please let Julie or Emma know.
- Health checks are being gradually offered to those between 40 – 74 with no chronic diseases. Could we consider offering to those aged 75? It was suggested that some pharmacies are offering cholesterol and BP checks. If you were concerned by the results you could come in and discuss with the GP or Practice Nurse.

Good things about the surgery – don't change these!!

- It is possible to book more than a week in advance
- The GPs come to the waiting room to call you personally

Suggestions for areas to ask about in the Patient Survey

- Do people like the TV in the waiting room or would they prefer the radio? The TV would be more useful if it had good health education messages on it, and we would have to have the ability to update the content regularly.
- Potential demand for blood tests at the practice (if we could find the capacity) to save people queuing at the hospital. [suggestion offered that Christchurch Hospital is often quieter if you can get there]
- Would people who are carers be interested in a Carers Group if it met at the surgery every couple of months?

Ideas to take forward

- Photographs of GPs and Nurses (and other staff?) in waiting room, along with areas of interest for clinical staff – and on website
- Name badges for staff – first names and area (e.g. Reception) (*post meeting note – request made for surnames as well – felt to be more professional? Maybe we can discuss further at the next Patient Group meeting*)
- Publicise service that pharmacies offer where they can order your medication, collect your prescription for you and (in some cases) deliver the medication to you.
- We may need to publicise the Monday evening surgery – do patient know about this??
- It would be good to provide a timetable of the surgery times to have up in the waiting room and for patient to take away.
- Use of Carers Prescriptions by GPs
- Provide a list of local pharmacies and opening times.

Minutes Patient Participation Meeting Monday 10 December 2012

Discussion on the Patient Questionnaires

- These will be distributed in January – Emma would like feedback on the issues to be included in the questionnaire from the Patient Group members. Once the questionnaire has been drafted Emma will send round to Patient Group members for comments.
- We could provide a form on reception for anyone to suggest themes for the questionnaire.
- The cost of postage does prohibit sending it out to all 4,200 patients. The questionnaire will be available on the website, and for any patient to pick up from the surgery. (*Post meeting note – we will try to include the questionnaire in any correspondence being posted to patients in the next month*)
- We wondered if it would be possible to identify say the 10% of patients who come most often, and who come least often, and send the questionnaire directly to them. Those that come most often would hopefully see the questionnaire in the surgery and pick it up there.

Post meeting note – it was suggested that Receptionists should hand the questionnaire to each patient arriving rather than just leave it to them to pick up the questionnaire. We should also provide a box with a slot in the top for being to deposit their completed questionnaire to provide anonymity. It was suggested we should allow at least three months in order to get a good response. I don't think this will be possible as we are meeting in February to review the results. However we can review the response rate and look to improve our method for next years questionnaire.

Next Steps

- Emma will send out notes from this meeting
- Questionnaire will be drafted and sent round for comments.
- Questionnaire will be completed January/February 2013
- Another meeting of the Patient Group will be held February/March to look at the results of the Questionnaire. We will then decide on an action plan to take forward

Next meeting – Tuesday 12 February 2013, 1 – 2pm at the surgery

As requested, Emma's contact details for any suggestions:

Emma Prince
Practice Manager
Littletdown Surgery
Harewood Crescent
Littletdown
Bournemouth
BH7 7BU

emma.prince@dorset.nhs.uk

01202 309500 – reception, please leave message if I'm not around

01202 705008 – direct line, but no message facility – NOT IN USE UNTIL FEBRUARY

<http://www.surveymonkey.com/s/5D67BGF>