

Minutes Patient Group Thursday 16 May 2013

Present:

David Bellamy, Chair of Littletdown Surgery Patient Group

Emma Prince, Practice Manager

Julie Hall, Assistant Practice Manager/Reception Manager

12 patients

1. Apologies: CP

2. Welcome from the Chair

David Bellamy is the Chair of the Patient group. He welcomed the patients who had attended, and introduced himself. David is a former GP at James Fisher Medical Centre, and has been a patient at the Littletdown Surgery for some time. He is also a governor at the hospital, closely involved with the running of the organisation, where a key current issue is the possible merger with Poole 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, for example the Patients Group may take a keen interest in the waiting times to see a doctor or nurse.

3. Minutes from previous meeting were agreed as accurate

4. Matters arising: all on agenda

5. Patient Participation Report 2012/13

We discussed the demographic breakdown of the practice and how we can continue to improve the representation on the Patient Group. We have notices and sign-up forms in the Waiting Room which the Receptionists actively point out to patients. We also have an electronic form on the website to enable people to sign up that way, and we have a box on the New Patient Questionnaire to encourage people to become part of the Patient Group. We discussed whether it would be beneficial to hold an evening meeting to make it easier for working patients, or those looking after children in the day, to attend.

We discussed the Action Plan agreed by the Patient Group last year, a summary of the discussion can be seen below.

Action	Progress
Practice to remove TV system from waiting room and purchase some speakers to provide radio background noise in the waiting room	We are looking into what system to buy
Practice to explore the staffing and cost implications of providing a more comprehensive blood testing service for our patients	This was discussed at some length. East Bmth locality is looking into the issue of phlebotomy with a possibility of a locality service being established in the future. We will continue to be involved in this discussion to see what outcome may emerge.
Practice to improve the patient information we provide on surgery times, out of hours services and pharmacy ordering	PG approved the draft information – this is now being made available to patients
Practice to implement name badges for admin staff	Done
Practice to continue to develop ideas for a revamped Waiting Room and Reception	Work continues – Emma has a meeting on Monday to get quote for front desk

Minutes Patient Group
Thursday 16 May 2013

Practice to publicise number of Did Not Attends (DNAs) per week and to consider contacting patients who DNA regularly	Poster advertising number of DNAs in last month is up. We need to talk within the practice about how to best contact those who regularly do not attend – the PG was keen that habitual offenders be identified, whilst being understanding to those who forget occasionally! We discussed whether it would be possible to do a bar chart of month on month DNA figures, split by doctors and nurses
Practice to look into the issues around providing toys in the Waiting Room	Advice has been sought and is being considered by the practice The PG were interested in what proportion of the practice list was made up by young children. We discussed looking into a bead tables, which has the advantage that it is fixed, and relatively easy to clean.

Other issues raised by patients

- Gel dispenser – a new dispenser has been put up next to the Reception window. Patients felt we needed to make this more obvious, and maybe to have another dispenser in the porch.
- Magazine rack – Emma had been sent a flyer by a company who would provide a magazine rack for the waiting room and keep the contents up to date. It would be free to the practice, paid for by advertising on the rack. The patients present thought it might be a good idea. Emma is to investigate further.
- Patients asked whether there were any plans to enable patients to book appointments on line. Emma explained that this was something the practice was currently looking into, as it was part of a new national scheme to encourage in-line appointment booking and repeat prescription ordering. Maybe we could include these options in the next Patient Questionnaire to gauge patient interest?

6. The new Clinical Commissioning Group

David felt it would be useful for members of the group to be informed a little about the new NHS structures that had come into being on 1 April 2013. He and Emma outlined how the new structure would work, and the main differences between the new system and the pre-April structure. One big change is the level of involvement of GPs, and we discussed how Littledown Surgery was involved.

The localities are becoming more key in the way the CCG operates. Littledown Surgery is part of East Bournemouth Locality, along with 6 other local practices. Dr Rogers is the locality lead for this practice, and she and Emma attend the locality meetings. A recent event was held involving members of the community, the local authority, charities and the East Bournemouth locality to begin to discuss the health priorities for the local area. The outcome document from this event is attached for your information.

7. Any Other Business

Practice Website – We discussed the practice website and any suggestions the group members had for improving the website, or any content they would like to see on there. The following suggestions were made:

- More patient information leaflets
- Photographs of the doctors and nurses
- Information in the specialties of the clinical staff so you can make an appointment with the most appropriate person e.g. joint injections, chronic disease reviews, minor surgery, contraceptive implants etc
- A patient suggestions facility – *this has been actioned and is now available*

Date of next meeting: 6.30pm Wednesday 25 September