

Littledown Surgery

Minutes Patient Group

Tuesday 21 January 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 a number of patients

2. Welcome from the Chair

David Bellamy welcomed the patients who had attended, and introduced himself for anyone who was not at previous meetings. 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. Patient Questionnaire 2013-14

Emma had previously circulated the results of the Patient Survey for 2013-14 (also available on practice website). David Bellamy said that he thought the practice team should be very pleased with the results, a sentiment echoed by a number of the patients present.

We sent through the survey results as discussed issues raised by a few of the responses. On the whole it seemed patients were happy with the length of time to get an appointment with the results as follows – 94% satisfied or very satisfied with time to get an urgent GP appointment, 90.5% for routine GP appointment, 92% satisfied or very satisfied with time taken to get an appointment with the nurse. We discussed the issue of waiting times to see the clinicians once in the surgery as a number of patients reported waiting some time to be seen. The discussion reflected patient views expressed in the survey that on the whole this was not seen as a major problem as it is a direct result of the doctor being willing to spend as long as an individual patient needs; a fact valued by the patients. This is backed up by the fact that only 10% of patients who completed the survey were unhappy with how long they had waited to see the doctor.

The practice team were very happy with the results concerned with how happy patients were with the care they received from the doctors, nurses and Reception staff.

We talked about the problems some people reported with the parking. Patients noted that you could park on the road outside the surgery apart from between 11-12pm and 2 – 3pm. It was suggested that we put a sign up informing patients on this.

We thought the question on how much information we give patients on their condition was pleasing – especially as many of the comments said that patients valued how well clinicians explained the information on terms they could understand. We felt we probably needed to provide more information on accessing services online and on how the access your medical records should you need to.

We reviewed the comments given by patients and were pleased to see most were positive.

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4. Patient Group Action Plan – 2013/14

We discussed the action that the Patients Group thought we should take forward for the coming year. Some of these are areas of work that have carried over from this year’s action plan, for example the refurbishment of the Reception and Waiting Room.

PATIENT GROUP ACTION PLAN 2013-14

Action	Progress
Practice to continue to develop ideas for a revamped Waiting Room and Reception – including providing some chairs in the Waiting Room with arms.	Is still going ahead but practice is considering some further development work so this work has become caught up in this larger project
Practice to contact patients who DNA regularly on a more consistent basis	To be discussed with admin team
Notice in Waiting Room on parking situation – you can park on road outside surgery except between 11 – 12pm and 2-3pm.	
Advertise and promote the online services and how patients can access their medical records if they need to.	
Practice to explore the staffing and cost implications of providing a more comprehensive blood testing service for our patients	Cannot be taken further at present due to work going on in another locality – to be kept as a reminder to address asap

5. Health and Social Care Information Centre – care.data

The government is to deliver a leaflet to every household explaining about the new national system which extracts data from practice systems to improve the services offered and to provide the best possible care. We discussed why the information might be collected, and the types of projects or audits the information will be used for – green, amber and red classifications of data.

Further information is available from the surgery or the surgery website (www.littledownsurgery.co.uk) where a patient information leaflet and Frequently Asked Questions document can be found.

You have a choice to opt out and not allow your information to be extracted from the practice system. You can either opt out of allowing your information to leave the practice, or allow it to be extracted by the Health and Social Care Information Centre but then not allow any data to leave the HSCIC secure system (e.g. for medical audit or research purposes).

If you would like to discuss these issues further please contact Emma, Practice Manager.

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6. Care Quality Commission

Emma told the group that the practice could be inspected at any time – we are given 48 hours notice. One of the things the inspectors would really like is to talk to members of the Patient Group. When we get the notification we are to be inspected we will contact Patient Group members to see if any can come in to meet the inspectors. Many group members said they would be happy to come in and talk to the inspectors.

A patient asked a question about the media support the practice receives. Emma said that it was quite limited from the CCG (less so than the PCT used to provide), but that the Local Medical Committee were running some media training for Practice Managers that she was going to attend.

We also had a brief discussion about the CQC visit to Royal Bournemouth Hospital and some of the issues that had been raised there. ON the whole it was felt that whilst the inspection will be stressful CQC is there to do a good job in making sure the NHS delivers safe and effective services.

7. Comments/suggestions for the website

No particular suggestions from patients at this time.

8. Any other areas to discuss:

How quickly test results come through – David asked if patients are aware of any problems with how quickly test results come through. On the whole patients were not aware of problems and felt they usually come through quite quickly.

Date of next meeting: 1pm Thursday 3 April 2014 ** change from date agreed at the meeting – sorry!

NB

Carers Coffee Morning – this is being held on 5 March 2014 at 11am and gives carers the chance to have an informal chat with other people who have caring responsibilities