

Littledown Surgery

Minutes Patient Group

Tuesday 23 September 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 said that anyone who was unable to attend the meetings should feel free to send any comments or suggestions to Emma who would bring them up at the meeting.

3. Review of notes from last meeting – 4 June

- Online Services – Emma clarified the information that was available for patients to see when they signed up to access their medical record via the online service. These are:
 - Problems
 - Medications
 - Test Results
 - Immunisations
 - Allergies
- GP Poster – we are progressing with the poster to go up in the Waiting Room indicating the GPs particular specialties. At present this will just include the GPs Photos. This information also needs to go onto the website. Emma wanting to revamp the website when she can find the time!

4. CQC Report

We discussed the CQC Report that reported on the inspection we had in June. On the whole patients thought the report was very positive and complementary and that the practice team should be pleased.

We talked about some of the actions identified by the practice following the reports publication, these include:

- Updating Reception to improve privacy by installed a Reception desk with a partition behind so that the waiting Room can't over hear phone calls. We are also looking at the refurbishment including automatic doors, a hearing induction loop, and an updating of the patient toilet to include an alarm cord.
- We need to consider having additional information on alternative formats for people with poor vision, learning difficulties, hearing loss etc. Emma asked that if anyone had any suggestions for information that we could provide in different format they could let her know.
- It was suggested that Emma should conduct additional staff 1:1 review meetings on a quarterly or monthly basis
- We need to update the practice leaflet to mention Safeguarding

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5. Patient Survey plus Friends and Family test

The Patient Group is keen that we undertake a Patient Survey this winter, as we did last year. This is no longer a compulsory requirement for the practice but Emma felt that it was a valuable exercise which enabled the practice to listen to patient's views and suggestions on a range of issues, so she was happy to undertake the survey again.

In addition the practice is now required, from 1 December 2014, to provide all patients who have had contact with the surgery to answer a question on whether they would recommend the surgery to their friends and family – this is known as the Friends and Family Test (FFT)

Post meeting note

The implementation of the FFT is moving on rapidly in order to be up and running for the 1 December 2014. Emma would like the Patient Group's views on the method we would like to use. We would like to suggest having a tablet computer in the Waiting Room where patients can quickly answer the FFT question on their way out of the surgery. In addition patients would be able to answer the question via the surgery website or on a paper version of the survey if they prefer. This gives us flexibility and enables people who were visited at home to access the survey, as is required.

Emma would also like to link the Patient Survey in with the FFT, so that we add some additional questions that can be answered via the tablet in the Waiting Room or via the website. The FFT survey must run on a permanent basis, however we would have the option to vary the additional questions we ask at times to suit ourselves.

We discussed what question areas we would like to include:

- Access to out of hours services and satisfaction with them – NHS 111 etc
- Promotion of online surgery on a Monday evening
- Respect, dignity and friendliness of surgery staff
- Are you able to ask questions of the GP or nurse you see? Do you get the information that you require?
- Online services – are patients aware of these? Have they signed up? Have they used them?

The FFT test data will need to become a regular item on the Patient Group agenda so we can review what the patients are telling us, and discuss any changes we may need to make.

6. Any Other Areas to Discuss

- 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
- Check in screen – the group felt strongly that they did not want the surgery to spend money on this, and that there were more important things to invest money in. They also reiterated that they really liked the way that the GPs and nurses walk down the corridor to collect you for your appointment in person. Emma reassured the group that there were no plans to change this, and the clinicians liked this method to!
- Practice area – we discussed the area the practice covers, and the extended area which means that if a current patient moves into the extended area they can still remain a patient here if they wish.
- Community Nursing team – we discussed the community nursing team that supports our patients. They are based in Marine Surgery, Southbourne, but they pop in every day to collect messages, requests etc
- GPs attending meetings – it was suggested that it would be nice for GPs to attend these Patient Group meeting, perhaps in rotation. They could discuss any current health issues, or do 5 mins on a health topic of particular interest to them. It was also felt it would be useful to know from the partners what they would like to get from the Patient Group – what areas could the PG help with?
- Promoting the Patient Group – it was felt we needed to do more to promote the Patient Group, maybe by putting a poster in the Waiting Room.

Date of next meeting: 1pm Wednesday 21 January 2015