

Minutes Patient Group Wednesday 25 September 2013

Present:

David Bellamy, Chair of Littledown Surgery Patient Group

Emma Prince, Practice Manager

Julie Hall, Assistant Practice Manager/Reception Manager

11 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 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. **Health and Social Care Information Centre – Care Data**

We discussed 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 was to be collected, and the types of projects or audits the information will be used for. Much of the information extracted will be anonymous, but on some occasions identifiable information will be collected, for example to look at care for a group of patients across GP and hospital services. The free text a doctor or nurse enters when you discuss an issue in a consultation will not be extracted (which may contain more personal or confidential information), just the codes that the doctor or nurse enters will be collected e.g. diagnoses, investigations etc.

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.

4. **Patient Group Action Plan – Progress to Date**

Emma talked through the attached Action Plan. Patient reiterated how important the phlebotomy (blood taking) service is to them and how much they would appreciate more blood being taken at the surgery or a community location. Waiting times at the hospital can be excessive, although people felt it did depend on what time of the day you went.

We also discussed the issue of what to do about patients who do not attend (DNA) their appointments. We now publicise the number of DNAs every month, split by doctor and nurse appointments as requested by the Patient Group. The surgery do need to consider whether we should write to people who regularly DNA, but Emma was anxious that the practice data is robust before we do that as she would hate to write to someone who actually had not DNA'ed.

5. **Patient Participation Report 2012/13**

We talked about the areas we would like to include on the Patient Questionnaire for 2013/14. The plan is for Emma to draft the questionnaire and get comments from the Patient Group before finalizing. We would like to utilise the flu vaccination sessions as many people attend the surgery then. We need to think about how else to publicise the questionnaire to patients.

We will ask patients to complete the questionnaire up to Christmas, and then the Patient group can meet again in the New Year to consider the results.

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6. Comments / Suggestions for the Website

- Links to chronic condition groups/charities to provide support for patients
- Photographs of clinical staff and information on their particular specialties to aid patients when booking

If patients think of any other information they would find useful to have on the website please let Emma/Julie know.

7. Any Other Areas to Discuss

Online order of repeat prescriptions/booking of appointments – we are just launching the service to allow patients to register to order repeat medication or update contact details on line. Please let the surgery know if you would like to register for this. You would then have to come in and collect the registration information, having shown the surgery staff some ID. We need to be careful to ensure that we do not allow access to your information into the wrong hands! Phase 2 of this project would be to enable patients to book appointments online. This will be limited to pre-bookable doctor appointments only, as the nurse appointments are too complex with different lengths required for different appointment types.

New BP machine in foyer – patients can now take their own blood pressure any time the surgery is open. They can then let Reception have the print out and this information will be entered on their records. Patients thought this was an excellent idea and we should publicise it more (on website?).

Immunisations 2013/14

Flu Clinics are being held on the following dates:

Wednesday 9 October 9 – 12.30	Baby flu clinic – 2's and 3's
Thursday 10 October 2 – 5pm	Regular Flu vaccinations
Thursday 17 October 2 – 5pm	Shingles & Flu for 70's and 79's
Saturday 19 October 9am – 5pm	Main flu clinic
Tuesday 22 October 2 – 5pm	Regular Flu vaccinations

One patient said that it had been helpful to have notification on the repeat prescription of when the flu clinics were available to book. Maybe we need to encourage patients to look at the repeat ordering slip as there is often useful information on there.

We are also offering the Shingles vaccination to any patients aged 70 or 79. Unfortunately there has not been enough vaccine manufactured nationally to vaccinate any other age groups this year, although this will be extended in future years we hope.

Carers Coffee Morning – this is being held on 16 October 2013 at 11am and gives carers the chance to get their flu vaccinations. We are also having a talk on home fire safety from the Fire Brigade.

Pharmacy issues – patients raised the issue of pharmacies dispensing medications that haven't been requested, leading to waste and safety concerns. Please let Emma know if you have any problems like this and we can raise it with the pharmacy concerned.

Date of next meeting: 1pm Tuesday 14 January 2014