

## Minutes Patient Participation Meeting Wednesday 21 January 2015

### Present:

**David Bellamy, Chair of Littledown Surgery Patient Group**  
**Emma Prince, Practice Manager**  
**Dr Rogers, GP and Partner**  
**Dr Murray, GP and Over 75 service lead**  
**14 Patients**

### 1. **Apologies:**

From 5 patients

### 2. **Review of notes from last meeting – 23 September 2014**

#### **CQC Actions**

- Reception and waiting Room refurbishment – we hope to start this in the next few months, plans were available for anyone at the meeting who wanted to have a look
- Alternative formats of information for patients with communication difficulties – still being worked on
- GP Poster – up in the Waiting Room

### 3. **Dr Murray – Introduction of service for patients aged 75 and over**

Dr Murray attended the meeting and explained to those present that the surgery was starting to introduce a service specifically aimed at patients aged 75 and over. Dr Murray will be doing this in additional time, so it will not detract from his time to see other patients.

From the middle of February Dr Murray will be delivering this service on a Thursday, and it will involve appointments with longer time available to get to the bottom of often multiple, complex and interacting issues, and also longer time to spend doing home visits, both in response to urgent issues and also proactive home visits aimed particularly at older people who live on their own and may be more vulnerable. We hope this service will keep some of these older people out of hospital, where this is appropriate, by addressing situations before they become crises.

Dr Murray will be considering information such as Out of Hours calls, hospital admissions and local intelligence in order to determine which patients need his time most, this will be reviewed on a weekly basis depending on need.

We discussed the importance of self-management of conditions and patients education to enable people to manage their conditions effectively. We also discussed links to the voluntary sector and tapping into the support that can be offered there, and the importance of links to other services such as intermediate care, which Dr Rogers explained to the group.

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#### 4. Patient Survey plus Friends and Family test

We reviewed the feedback given by patients over the last two months – the reports from November and December had been circulated to group members.

We discussed how important it is that patients realize they can give feedback every time they have any contact with the surgery, otherwise our feedback rate is going to diminish very quickly. One patient commented that they were unsure of the value of this feedback system in general. However we explained that the surgery has to do this, it is a contractual requirement, and we have to report on the percentage of patients who would recommend us to NHS England every month.

We talked about how difficult it is for the doctor to achieve all that is required in a 10 minutes appointment, and how this can lead to surgeries running late. This led to a question from a patient, who asked how patients could make life easier for the doctors? Some of the thoughts included:

- Write things you want to ask down, especially if you might forget
- Tell the doctor what you think the problems are – this might be different from the doctor's perception of the issues
- Sometimes it is useful to have a relative or carer attend the appointment as well – they can give information to the doctor and contribute to the discussion
- Take a pad and a pen so you can write things down, or ask the doctor to print an information sheet if this is relevant

It was also pointed out that on the notice board to the right of the Reception window there is a list entitled "How to get the most of your appointment" (attached). Emma is to get this put on the website as well.

We discussed how it might be useful to provide a notepad in each consultation room, and perhaps this could have the points on the "How to get the most of your appointment" sheet printed on the back for patient information – Emma to investigate

#### 5. Dorset Clinical Service Review

Dr Bellamy updated the group on the current Dorset Clinical Services Review which is looking at how the NHS services in Dorset should be organized in the future. He felt that there would be some big changes proposed, and that it was important that patients were aware of this project, and got involved by going to meetings.

## Littledown Surgery

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Find out how this review of the NHS in Dorset is progressing:

Monday 9 February 2015	6pm – 8pm	Christchurch Baptist Church, Beaconsfield Road, Bargates, Christchurch, BH23 1QT
Tuesday 10 February 2015	2pm – 4pm	Bridport Town Hall, East Street, Bridport, DT6 3LF
Thursday 12 February 2015	10am – 12pm	The Crown Hotel, West Street, Blandford Forum, DT11 7AJ

There was a lively discussion on concerns that the service re-design will not deliver the anticipated reduction in necessary funding, patients felt that the NHS as a whole needed more funding not less! It was also felt that the importance of convalescence facilities was underestimated and we needed more of these beds locally, and that there was a definite lack of these facilities for younger people.

**6. Any other areas to discuss:**

- A patient said that his wife had been spoken to a bit abruptly by a Receptionist on the phone. Emma apologized for this and would discuss with the Reception staff. This is not the way we want patients to feel, and it would be raised with the staff.

**Date of next meeting: 1pm Thursday 23 April 2015**

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How to get the best from your GP appointment

Top Tips. . .

- **Ask yourself:** How important is it that I'm seen quickly, or would I be better waiting for an appointment with a particular GP? If you have a long-term condition you'll probably benefit from a GP who knows you.
- **Don't be put off by a GP who runs late** – they may be spending needed time with patients. One day you may appreciate them running late for you.
- **It's tempting to bring a list of unrelated problems**, but consider what's achievable in 10 minutes. 4 problems in 10 minutes? That's 150 seconds each. It's often better to come back again and spend more time on a problem rather than squeeze as many as you can into one ten minute appointment.
- **Before you see the GP**, work out in your own mind what you're worried about, and highlight any particular concerns. Consider preparing short notes, including how you would describe your symptoms.
- **Get to the point:** don't beat about the bush and don't keep important issues until the end.
- **Wear accessible clothing** if you're likely to need to undress for examination.
- **Make sure you understand what happens next, if you are not sure** ask to go through the plan again.
- **Have your say and get your views heard;** join our patient participation group.