

Littledown Surgery

Minutes Patient Participation Meeting Thursday 23 April 2015

Present:

David Bellamy, Chair of Littledown Surgery Patient Group

Emma Prince, Practice Manager

Dr Rebecca Carron, GP

14 Patients

1. Apologies:

From 4 patients

2. Review of notes from last meeting – 21 January 2015

- Progress on Reception refurb – see below
- Note paper has been provided in each consulting room with “How to get the most from you’re appointment” information printed on the reverse. This information is also on the website
- Clinical services review – gone quiet until after the election

3. Review of Patient Group Action Points

Action	Progress
Practice to remove TV system from waiting room and purchase some speakers to provide radio background noise in the waiting room	Has been purchased and installed
Practice to improve the patient information we provide on surgery times, out of hours services and pharmacy ordering	Available – check always on the desk
Practice to implement name badges for admin staff	Done
Practice to continue to develop ideas for a revamped Waiting Room and Reception – including providing some chairs in the Waiting Room with arms.	Still in planning stage, but some funding has been secured to go towards this project
Practice to contact patients who DNA regularly on a more consistent basis	Poster advertising number of DNAs in last month is up. Ongoing

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Notice in Waiting Room on parking situation – you can park on road outside surgery except between 11 – 12pm and 2- 3pm.	Done – consider amending wording to ask people to park sensibly
Advertise and promote the online services and how patients can access their medical records if they need to.	Done
Practice to explore the staffing and cost implications of providing a more comprehensive blood testing service for our patients	No support for locality service at present – will keep pushing for this if possible
<i>*NEW ACTION POINT*</i> Practice to consider any additional services that could be provided at the surgery e.g. physio, complementary therapy etc	This may come out of the Clinical Services Review and something we are very keen to pursue

4. **Chloe Mutton – Pramacare project with practice**

Chloe Mutton was introduced to the group. She works for the charity Pramacare and supports development work in local communities. She is working with the practice to identify gaps in current provision that the voluntary sector might be able to help fill. In particular she is linking in with St Saviour's Church on Holdenhurst Avenue who have volunteers who would love to offer additional support.

She has met with Emma, and talked to a number of patients. Initially we are concentrating on providing additional support to carers, in the form of a Carers Café that will be run at St Saviour's on a monthly basis, probably on a Friday morning. Also we are looking at ways we can support people with dementia, maybe an information pack for those recently diagnosed, groups people can go to etc.

Other suggestions from the group included support for young mothers, and Chloe talked about the inter-generational coffee mornings that have been very successful in the Blandford area.

We will keep people updated as plans are implemented. Chloe also invited patients to contact her (via Emma) with any ideas they had.

5. **Friends & Family Test - review of feedback**

We reviewed the feedback from the Friends and Family test between January and March. Of the 76 patients who left us feedback 89% would recommend us to their friends or family, 3% would not.

We discussed the comments made, most were positive. The negative ones largely related to the length of the wait to go in and see a GP. Whilst it will not eradicate this problem Emma felt that informing patients more proactively might help, at least people are then informed of the situation and can decide to stay and wait, or re-book. Emma will brief the Reception staff to make sure they inform patients of the anticipated wait more proactively.

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We also discussed changing the topics of some of the additional questions on the FFT survey. Areas we thought we might include in the future were:

- Telephone – what do people think of the system? Do they have to wait too long to have their call answered? Would they rather have a queuing system?
- What do patients think of the triage system that some GPs use, where they ring you back to discuss your issue and decided whether they need to see you, or whether it can be sorted out on the phone?
- Home visits – timeliness, satisfaction with etc. However it was pointed out that very few people actually ever receive a home visit so would this be appropriate? Emma said that there are on average about 3 home visits per day.

6. Future speakers

The Group thought that the Dorset Macmillan Advocacy service sounded interesting, so we will arrange for them to come and speak at a future meeting (*on agenda for 1/7/15*).

Other suggestions of topics of interest were the Screening Programme, especially cancer.

7. Any other areas to discuss:

- **New website has been launched** – any comments to Emma please
- **Twitter** – the practice now has a Twitter presence @LittledownGPs
- **Allergy Awareness Week** – we have cards for patients to carry to detail any medications they are allergic to. These should be carried on their person in case they need medical attention. Emma suggested it was also worth double checking with Reception to ensure we have the allergy recorded on patients records.
- **Walk in centre information on prescriptions** – this was thought to be useful as an alternative to A&E if appropriate
- **Dr Torquati's return** – Dr Torquati will be back on 5 May, however for that first week he is mainly having urgent appointments

Date of next meeting: 1pm Wednesday 8 July 2015 * *change from date discussed at meeting*