

Littledown Surgery
Minutes Patient Participation Meeting
Wednesday 28 September 2016

Present: David Bellamy, Chair of Littledown Surgery Patient Group
Emma Prince, Practice Manager
12 patients

1. **Apologies:** From 2 patients

2. **Review of notes from last meeting – 17 March 2016**
 - We still have not heard from the Governor at Royal Bournemouth Hospital who had offered to come and speak to us – David will follow this up with RBH
 - Extended role of Patient Group – we agreed to set up two sub-groups; one to do an regular walk round the practice to highlight issues from a patient perspective, the other to review patient information (patient leaflet, website and self-help information as a starting point). We have a number of volunteers for each group, so Emma will set up initial meetings of the groups
 - Feedback on new Reception/Waiting Room
 - An automatic light would be helpful in the patient toilet
 - Emma emphasized that if patients would like to speak more privately they should mentioned this to reception staff who will find a quiet place for them to talk.
 - Other than that the feedback was very positive
 - Clinical Service Review – David encouraged people to attend the consultation events that will be happening to discuss proposals for re-configuring health service for Dorset. Whilst the emphasis is often on the hospital service, changes will also be made to GP practices and community service. We don't know yet what these may be, but all patients should express their views. This may involve the delivery of 7-day a week GP services, and more locality working...?
 - We also discussed the sharing of medical information which could facilitate some of the changes mentioned above. The Dorset care Record is being developed, and there are also enhancements to the Summary Care Record which means more of a patient's medical record is available if they are seen in a setting other than their GP surgery.
 - No news yet on phlebotomy, but we haven't forgotten! It may be that it is discussed as part of the CSR for community service on a locality basis, not nothing has been heard recently on this.
 - We discussed that fact that our list size is gradually increasing, in part due to pressures being experienced by other local surgeries. We also looked at the waiting times for an appointment with our GPs and nurses. Emma will bring this information to each meeting. We always fit in patients who need to speak to or see a GP that day, and also we will always fit in an urgent appointment for the nurses the same day. The current waiting times for a routine appointment with a GP are currently:
 - Dr Rogers – 6 working days (her working days i.e. Monday, Tues, Wed)
 - Dr Torquati – on holiday at the moment to a distorted picture
 - Dr Murray - 9 working days
 - Dr Smeaton – 4 working days (her working days are currently Thurs and Fri)

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3. CQC Inspection June 2016 – results and report

We discussed the CQC inspection that the practice had undergone in June 2016. The group were very complimentary about the report, and offered their congratulations to all practice staff.

The overall outcome was that the practice was graded as Good, with outstanding features – in particular we were graded outstanding for our Caring, and on our services for Older People.

There were some actions to take forward, but the inspectors were very pleased with the work of our Patient Group, and Emma was very grateful for David for coming in on the day to talk to the inspectors. We are also very grateful for all the lovely feedback that many patients gave to the inspectors.

We discussed with the group how the practice reviews Significant Events and how we review all deaths to see if there is anything that we can learn.

4. Friends and Family test

We looked at the results from May to end of August 2016. The amount of feedback has dramatically increased since we introduced our text appointment reminder service. This gives patients the option to say whether they would recommend the surgery. We have had feedback from 443 patients in the 4 months we looked at, a great improvement from the 8 a month we were getting!

95% of patients would recommend us.

We reviewed the comments left by some patients. These were on the whole positive, but the group acknowledged that you can never please everyone! This was demonstrated by the ongoing debate over the radio station we should play in the waiting room.

We did talk about the lack of awareness about the Monday evening surgery, but these surgeries are always filled, and if people need an appointment they are offered these slots. So we concluded it is maybe the people who don't need them who are unaware?!

We also looked at the data that shows people would, on the whole, prefer to be in an electronic queue rather than getting an engaged tone. As long as they know how long the queue is!

5. Any other areas to discuss:

- **Text reminders** - a patient had flagged up that they thought we should not send out appointment reminder texts on a Sunday for a Monday appointment, as Sunday should be a day of rest. The group disagreed saying that they did not think this was a big issue, so we agreed to keep the service configured as it currently is.
- **Patient access link** – there doesn't seem to be a link on the website any more to the patient access website. Emma will look into it
- **Travel Imms information** – Emma will look into whether patients can see their travel imms information online as this would be useful
- **Travel Information** – we discussed that it would be useful to update the website to include a link to the travel imms website so that patients can look for themselves, plus access to the travel form so that patients can download it to complete.

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- **Agenda items/speakers** – Emma is going to a voluntary sector event on Thursday and might find some good organisations to come and talk to us – maybe befriending, or services for older people, or disease specific. In addition we wondered if a talk from a physio would be interesting, or maybe on mental health?

Date of next meeting: **1pm 19 January 2017**