

MINUTES OF THE PATIENT FORUM MEETING

Wed 20th Nov 2013

Apologies from M R , S O .

1 MINUTES FROM THE LAST MEETING

These had been read and thus were accepted.

2 LETTER FROM A PATIENT TO THE FORUM

Johan presented a letter, written to the Forum, about patient confidentiality. The letter pointed out that a family member or representative can collect a prescription for a patient but when requests about the timing of physiotherapy appointments are made etc, those cannot be answered by the receptionists since this would breach confidentiality. Johan has raised the matter with the clinical team; it was confirmed that national policy dictates that, even if a carer were to ask, no response could be given unless a formal letter had been received and the patient had signed to give permission. This would be very difficult to administer.

Agreed that **CW** would reply on behalf of Patient forum

3 PATIENT PRIORITIES FOR PATIENT QUESTIONNAIRE

Johan discussed results of the Patient Priorities survey (below)

Patient Priority Topics	% respondents	Ranking
Ease/speed of getting an appointment	66%	1
Ability to see preferred GP	58%	2
Quality of consultation	52%	3
Out of hours care	52%	3
Communication with patients	44%	4
Your understanding of your consultation	40%	5
Ease of getting through on the telephone	40%	5
Satisfaction with opening times	34%	6
Waiting times	32%	7
Health promotion	28%	8
Quality of customer service	28%	8

Community services	24%	9
Online services	16%	10
Premises	14%	11
Practice involvement with GP and medical student training	14%	11

It was agreed that the top 5 priorities would be included in the 2013-14 patient questionnaire (see priorities in red) using questions from last years questionnaires which applicable.

Johan shared draft questionnaire, inviting comment, particularly on communication with patients.

Question No 10 was discussed and agreed to change a little.

General agreement to proceed with the questions and format of new questionnaire.

4 GENERAL DISCUSSION

CW asked for clarification about the actual opening hours of the surgery. Johan explained the following:

Phones are open 8am.- 6 30 p.m. Mon to Thurs; 8 a.m. to 6 p.m. Fri

Practice open to patients at 8.15am

Practice surgeries begin from 8:30 a.m. to 6:00 p.m. mon, thursday and friday;

8.30 – 8pm on Tuesdays and Wednesdays

There was general discussion about the pressures felt by all local surgeries at present with all the new government initiatives, and general patient demand for appointments. Currently the practice has one doctor on long-term sick leave. The GPs are doing extended clinics to manage the demand, and have managed to get regular locum cover

There was discussion about whether patients are correctly assessing whether they should go to A&E or the surgery. Some patients are heeding warnings about A & E departments being over-stretched and are reporting to the surgery with problems which should go to A & E. Conversely some patients are demanding immediate attention for minor, non-urgent complaints.

Cath suggested that there should be a notice at Reception about Out of Hours provision since that might relieve pressure on A and E and on the Surgery.

5 UPDATES

The flu campaign is proving successful for the over 65s, about 50 % of pregnant ladies have responded but the midwife will see others during routine check-ups. <65years old #at risk' still hardest group to vaccinate.

The Electronic Prescribing Service which began on Oct 8 is going well after a few teething troubles such as a chemist's computer crashing. It is a more secure and efficient system and should work well.

Apprentice has been taken on who Johan is mentoring. He is to learn all aspects of practice so will be on reception on occasion.

After general discussion about the expectations of patients nowadays, the meeting closed at 7 20 p.m.

NEXT MEETING WED FEB 5 2014 AT 6 p.m.