ELLISON VIEW SURGERY

PATIENT REFERENCE GROUP

NOTES OF MEETING HELD 20 OCTOBER 2014

Present – Mrs R Whitehead, Practice Manager

Mrs Jacqueline Mahon, Deputy Practice Manager

Forum Members:

Mrs Crook; Miss Guthrie; Mrs Stocker; Mrs Sewell

Mrs Johnston; Mrs Robison; Mrs Rodgers; Mrs Gallaugher

Apologies for absence from Ms McLelland, Mr Falcus, Mrs Keegan, Mrs Ash and Dr Brady

The meeting welcomed Gayle Guthrie, new Forum member. Gayle works for South Tyneside Clinical Commissioning Group so her input into the Group will be invaluable.

Our Speaker this evening was Mr Jeff Gosling, South Tyneside Clinical Commissioning Group Board Lay Person, responsible for Patient and Public Involvement. Jeff gave a very interesting talk on his role on the CCG Board. He is involved in many groups such as the South Tyneside Patient Reference Group, Ethnic minority committees, Schools etc. He is also very keen on hearing Patient Stories – this involves patients, or their families, relating their experiences in hospital, or outpatients, to the CCG so that this can be passed on to the Patient Safety Committee of the CCG. That person can either write it, or can come in person to tell their story. It is hoped by using these stories, care will be driven up and failings will be able to be rectified. The hospital trusts are informed of these Patient Stories so that can use them to improve their care.

MATTERS ARISING FROM PREVIOUS MINUTES

Appointments System – our new system has been running for a short while and is proving successful. There have been one or two patients who have complained about having to tell a receptionist their problem but it was explained to Forum that patients can tell the receptionist they would rather not say and this will be passed to the doctor. Our new system seems to have brought the waiting list for routine appointments down and we have had very few complaints about lack of appointments since introducing the new system.

URGENT CARE HUB

The public consultation has now finished and a final decision will be made by the Clinical Commissioning Group Governing Body.

NHS CHOICES WEBSITE

More positive comments shared with Group. We have now moved to a 4 star rating.

NEW BUSINESS

FRIENDS AND FAMILY TEST

Due to be introduced in January. Patients will be encouraged to complete a questionnaire when they attend surgery. There is a set question all practices must ask as to whether that patient would recommend the Surgery to friends and family. Hospitals have been using this for a while now.

TELEPHONE

One Forum member informed the Group she felt there were still problems with the telephone system and not being able to get through. Although complaints about the system have certainly lessened recently, Jackie explained that it is out of our hands as it is a system put in by the Primary Care Trust, and not ourselves. However, this would be reported again to the IT Department.

Patients feel they are being held in a queue then cut off should they hang on longer than, say, 20 mins.

MINOR AILMENTS SCHEME

New Scheme being developed which will allow patients to attend the Pharmacy for medication and treatments for minor ailments. It is a national scheme and it is hoped to encourage patients, who do not need to go to A & E or see a GP, to attend their local Pharmacy. Pharmacists will be trained in minor illness.

SELF CARE WORKSHOPS

Practice is involved as a ‘Pioneer’ in self care – this has been discussed before at the Forum. A series of workshops are being held for GP staff and patients alike to explain what the Self Care Programme is about and forum members present were given the information as to when the workshops are being held.

One or two members present said they would like to attend.

ON LINE ACCESS

Patients are now encouraged to go on line to book appointments, order repeat medication and view their Summary Care Record. Patients must register and get a password to use these on line services. There was a discussion as to whether those patients not used to computers might be disadvantaged by the number of patients booking appointments on line and that patient may find themselves unable to book via the telephone. Forum were reassured not all appointments were released for on line booking.

WORKFLOW MANAGER

The Practice have already been receiving Hospital Discharge Summaries via electronic means. We are shortly to introduce an electronic system within the Practice whereby all paper copies of hospital reports coming into the Practice are scanned immediately into the computer and then sent electronically to the GPs to read. It is hoped this will make us more efficient as there is less chance of hospital letters being mislaid, or being in a GP office for some time. The practice will have immediate access to the letter via the computer.

NEXT MEETING

26 January 2015