ELLISON VIEW SURGERY

PATIENT REFERENCE GROUP – NOTES OF MEETING HELD 26 JANUARY 2015

PRESENT: Mrs R Whitehead, Practice Manager; Mrs J Mahon, Deputy Manager

Mrs B Crook; Miss B Stocker; Miss G Guthrie; Mrs A Ash; Mr M Falcus;

Mrs J Keegan; Mrs T Brady; Mrs A Rodgers; Mrs C Gallaugher;

Mrs H Ruffell, South Tyneside CCG

Apologies from M/s McClelland

Mr Steven Bramwell, NHS England, had been due to talk to the Group about Health Champions but was unable to attend due to personal reasons. Mrs Helen Ruffell from South Tyneside CCG attended to talk about the South Tyneside wide Patient Reference Group, its purpose, work and the hope to recruit more members from Practice Forum Groups. She asked if any of our members were interested in joining could they let Ros know.

The meetings are every other month; at the moment 13 out of 28 practices are represented. Some of these reps then go on to be representatives on other groups such as Technology, Cancer Network, Healthwatch etc.

Helen also talked to the Group about ‘Patient Stories’ encouraging patients to share their experiences of our local Hospitals, Ambulance Service, Local Authority, Mental Health Services. Helen can be contacted and she will come to a patient’s home to listen and then can raise the matter at the Quality Meetings held. Patients can either ask Helen to report their stories or they can come themselves to discuss with the Quality Group. Stories should be within the last year. Helen’s e-mail is [helen.ruffell@nhs.net](mailto:helen.ruffell@nhs.net), should anyone want to contact her, or she is available at CCG on 2832921.

MATTERS ARISING FROM PREVIOUS MINUTES

Pioneer Self Care Workshops

More dates for training have been released and these were shared with members of the Forum, some of whom expressed an interest in attending.

Action Plan from 2014

Customer Care

This has been an item of action in the past. Further Customer Care Training will be given to staff in March.

Access

As Group are already aware, access has greatly improved since the introduction of our new system. All patients have been receiving information sheets about the new system; although it is early days, access to appointments seems to have improved greatly.

GP Training

GPs and Nurses have been involved in Shared Decision Making training refreshers through our Better Outcomes incentive scheme this year. It is hoped this, along with the Self Care Workshops the GPs, Nurses and Staff have attended, will continue to show an improvement in patient experience in the Practice.

On-Line Access

Patients continue to register and practice have introduced on-line access to medical record summary as well as appointments and prescriptions.

Website

Continues to be updated with news and information about the Practice. Newsletters and surveys will be added as and when results are available.

Urgent Care Hub

Decision had been made to go ahead with the new Urgent Care Hub and re-locate the Jarrow Walk In Centre to the Hub. Numbers of attendances at A & E continue to rise with patients anecdotedly saying the reason they attended A & EA was because they could not get an appointment with their GP. Work had been commissioned to speak to Practices re their appointments system, however a recent audit of A & E attendances had shown that almost 90% of patients spoken to had not in fact attempted to get an appointment with their GP but had gone straight to A & E.

The CCG have commissioned several pieces of work, not only looking at GP appointments but also how out of hours calls are handled. A new Pharmacy scheme is soon to be in place to encourage patients to use their local Pharmacist more for help and advice.

Local Councillors still opposed to the re-location of the Walk In Centre and correspondence has been sent to Government about it.

NEW BUSINESS

Friends and Family Test Survey has now started and Ros shared the January results with the Group (attached). All members of the Group were given a copy and the results were discussed. Overall very positive comments in this first month. Members present were also given a copy of the most recent NHS Choices comments (attached)

One discussion was around why the surgery was rated as ‘among the worst’ for patient recommendation. Ros explained this marker was based on 13/14 data and it is hoped this would have improved now, bearing in mind the work the Practice has put in over the last year to improve access.

From the results of the survey the Forum agreed with Ros an action plan to take forward:

1. *Although not in the minority, the Forum would like the Practice to pursue Electronic Prescribing as they felt this would benefit patients greatly, saving them several contacts with the Practice to pick up scripts. Ros and Jackie said this had already been tentatively discussed with the GPs but would now take this forward with the Partners and our local Pharmacy.*
2. *Access to a female GP – this had been one of the comments on Friends and Family survey. Unfortunately Dr Staples only works part time but Ros and Jackie offered to look at the availability of Dr Staples and see if her access could be improved.*
3. *Although access has improved, it was suggested that the staff have more training on how to signpost patients to other services, such as Pharmacy and to encourage more patients to use on-line booking which would perhaps help telephone access.*

Ros also outlined, within the boundaries of confidentiality, a few complaints made to the Practice. Complaints about the Practice are dropping year by year now which is very pleasing.

My NHS

New scheme to ask patients to sign up for newsletters, e-mail etc to obtain their views on various things happening in the borough. Over 500 people have now joined up and Ros handed out information sheets and encouraged Forum members to join.

EMIS Community

Practice is one of two practices soon to have access to EMIS Community which is a piece of software to be used by the Community Nurses when they go out to see patients. They can enter information about the patient and the Practice will have access to that information which will improve patient care. At the moment the Practice has no information when a Nurse attends a patient, until the Nurse herself/himself informs the Practice.

Accessible Information

The Practice is involved in a pilot to look at how patients with communication needs are helped in the Practice. The Practice is looking at various aids such as Large Print Brochures and leaflets, TypeTalk for those with hearing difficulties. Eventually a standard is going to be published which all Practices will have to follow so we are trialling various options and will report back to NHS England by the end of April 2015.

Date of Next Meeting – 20 April 2015.