ELLISON VIEW SURGERY

PATIENT REFERENCE GROUP

NOTES OF MEETING HELD 20 APRIL 2015

PRESENT: Ros Whitehead, Jackie Mahon, Brenda Crook, Lynda Sewell

Mike Falcus, Lynn McClelland, Amy Ash and Carole Gallaugher

Apologies received from Barbara Stocker, Enid Robison, Anne Rodgers and Gayle Guthrie.

MATTERS ARISING FROM PREVIOUS MINUTES

ACCESS – Healthwatch are to do a survey of practices around access, linked in to the re-location of the Walk In Centre. The outcome of the study will be shared with Group.

Accessible Information Pilot

This is complete as far as the Pilot was concerned. Our comments have gone to NHS England in Leeds to be incorporated into a report for the Government. We were one of only two practices who contributed to this Pilot. In the meantime we have had our practice leaflet printed in large print and are due to have talks with the Learning Disabilities team around easy to read letters for patients with learning disabilities.

NEW BUSINESS

Staff changes – Jacqueline Roy, one of our receptionists, resigned and we have replaced her with Deborah Atkinson, who has come from another Practice. We have also appointed a new Senior Administrator, Angela Winter, who will work alongside Jackie and give support when Jackie takes over the role of Practice Manager. Ros is dropping her hours in the Practice to work as Business Project Manager and Jackie is taking over as Practice Manager, from July 2015.

We have appointed a new lady GP, Dr Lara Khoury, who starts with us the beginning of May. Dr Martin Burns, who has been acting as a long term locum, is leaving the Practice now that Dr Khoury has been appointed.

SURVEYS

Recent comments from NHS Choices were shared with the Group. Last three have been very positive. Our rating is now 4.5 out of 5 stars.

Friends and Family test – results for February and March were discussed and comments discussed. There were also two comments on the Iwantgreatcare website. One very positive, one negative. Ros has responded to both and invited the patient who made the negative comment to contact her to discuss his problem. No more has been heard from the patient.

ACTION REPORT

A copy of the Action Report was shared with the Group and new actions for 2015 created after a discussion (attached).

TEXTING SERVICE

This service has been withdrawn from the Government from end of September. Talks are ongoing with the Clinical Commissioning Group as to whether there is funding to continue it for practices; otherwise practices will have to pay for the service themselves (it is free via NHS Mail at the moment). All members of the group thought it was a shame to lose a valuable tool such as this reminder service.

E-MAIL FORUM

It is hoped to create a ‘virtual’ Forum gathering patients’ e-mail addresses and we can then share surveys, information, newsletters etc, to a wider audience than simply those patients who attend surgery.

Some forum members gave their e-mail address to be included in this wider Forum as well as attending the meetings.

ELECTION SPECIAL

Jackie shared with the Group information which had been prepared by GMC about the state of the NHS and the pressure GPs were under at the moment. It is hoped patients would read them and be aware of the situation.

PATIENT CHARTER

Considerable and very valuable time was spent discussing the Patient Charter which Ros has created. GP input had been given and Ros asked if the Group would go through the Charter with her and Jackie for feedback. This took some time but everyone felt it had been a worthwhile exercise. A draft would be sent to all those Forum members present then a final draft sent to all of our Forum members for comment before being adopted. This Charter would be given to all new patients registering, when they receive other information such as the practice leaflet.