ELLISON VIEW SURGERY

NOTES OF PATIENT REFERENCE GROUP MEETING HELD MONDAY 20 JULY 2015

PRESENT: Jacqueline Mahon, Practice Manager

Ros Whitehead, Business Project Manager

Ann Rodgers

Carole Gallaugher

Joan Keegan

Mike Falcus

Brenda Crook

APOLOGIES: Lyn McClelland; Amy Ash

Speaker

Our thanks to Victoria Dunn from Age UK who stepped in at the last minute when our booked speaker was unexpectedly unavailable.

Victoria explained the role of Age Uk who welcome anyone over the age of 50. Although Age UK is a national name, it is a local charity on SouthTyneside. The aim is to ensure older people enjoy life.

Age UK locally are trying to work with GP practices to explain the services they offer:

* Befriending service to isolated people
* Digital Inclusion – teaching people to use computers. Assisting people to use the Web for information and on-line access to such things as GP appts, use of Microsoft word, excel etc. Volunteer workers can also assist with the use of ipads, tablets, cameras, mobiles etc. Currently working on a project for patients with dementia and their families;

Volunteers to help with the training are always very welcome.

* Health and Wellbeing – Zumba and keep fit classes – ‘men in sheds’ – assisting with carpentry skills etc. They also offer tea dances, balance classes for those unsteady on their feet, diabetic and cardio workshops, falls prevention etc.
* Home from Hospital after discharge from hospital – assistance in the home for up to 6 weeks.
* Information and Advice service – offering help with deciding rights for people with potential dementia.
* Home Support - £12.50 an hour for work and shopping assistance
* Assistance and advice regarding insurance products.
* There is also the Beach Road café.

Most of these services are free. Age UK have helped 10,000 people in South Tyneside so far.

1-9 October is South Tyneside’s Older Peoples Festival and this will be advertised. There will be lots of events being held that week, such as trips to theatre, shows, reduced swimming and gym costs for the 9 days. Last year 15,000 people attended the Festival at various events. It has proved the biggest Older Persons event in the country.

A Lifestyle magazine has been produced and is being distributed.

MATTERS ARISING FROM PREVIOUS MINUTES

The current texting reminder service to patients is being paid for by our Clinical Commissioning Group until March 2015 when the Government will make a decision about where the funding would come from to continue this service.

NEW BUSINESS

STAFF CHANGES

Ros Whitehead stepped down at the end of June from her role as Practice Manager and Jackie Mahon has now taken over as Practice Manager. Ros will continue working in the practice on business projects.

Dr Brady has decided to retire at the end of October. A new salaried GP will be appointed to replace him. Dr Lara Khoury is now in place as a Salaried GP.

Angela Winter, an experienced administrator, has joined the practice and she, along with Kim Rumis, will be working alongside Jackie offering administrative support. Angela and Kim are both ‘patient champions’. Their role within the practice is to offer additional support, help and advice to patients and are both available through reception. Kim is the person to contact around complicated problems with medication and prescriptions whilst Angela can help sort out administrative problems if the reception staff cannot help.

Forum members expressed some concern around the information in the media around the lack of GPs and practices being unable to recruit, particularly in light of 7 day working. Ros explained that 7 day working did not mean a patient would get to see the GP of their choice 7 days a week – this was impossible and it maybe that whilst surgery is available 7 days a week, it will not necessarily be with that patient’s own GP.

PATIENT ON LINE ACCESS TO RECORDS

Government wishes all patients who wish, to be able to access their medical record on line by March 2016. Inroads have been made in the Practice to help with this, encouraging patients to register and access their records for booking appointments, making prescription requests etc. Limited information is already available for patients at the moment, but the practice will be making more information available in time.

The government has given practices targets of an increase of 25% patient numbers using on line services, each year. At the moment only 5% of our patient population have registered to use on line services, however of these 5% registered, 3% are actively using the service. Jackie informed the forum more on line appointments would be made available to patients as these were limited at the moment. A pilot is going on with another practice at the moment to test the feasability of releasing nurse appointments also.

PATIENT SURVEYS

The most recent Friends and Family Test results and positive comments on NHS Choices were shared with the Forum.

Also shared was the recent Healthwatch Survey which looked at access across GP practices on South Tyneside. Key results were:

* Overall access to GP practices, and people’s perception of service from local GP practices is good. Access is in general timely and responsive. There are however some pockets where access is perceived not to be so good.
* Patients would value more evening and weekend access to services.
* The majority of patients are able to make a GP appointment within a week.
* More than half of patients with long term conditions were not satisfied with the support they had to manage their condition.
* Walk in style services are valued as an alternative to pre-booked GP or Community Pharmacy Services.

This practice’s results were as follows:

* Ease of getting through on phone – July 14 – 63%satisfied; January 15 - 72% satisfied
* Speaking to a preferred GP – July 14 – 45% satisfied; January 15 - 52% satisfied
* Able to get an appt to see or speak to someone: July 14, 82% satisfied; January 15 –

83% satisfied

* Last appointment they got was convenient – July 14 – 79% satisfied; January 15 – 86% satisfied
* Experience of making an appointment – July 14 – 50%; January 15 – 53% satisfied
* Satisfied with surgery’s opening hours – July 14 – 66% satisfied; Jan 15 – 74% satisfied

Overall, our survey results are getting better each year, which we hope, reflects the amount of work the practice has put in over the last few years to improve things for our patients.

We do seem to have addressed some of our telephone access problems and it appears the new triage system by practice staff, introduced last October, is beginning to show results in patient satisfaction.

ACCESSIBLE INFORMATION PILOT

This has now been completed and a report sent into NHS England at Leeds. We were one of only two general practices involved in this nationwide pilot. The results and comments, including our own, will be incorporated before the final document is sent to all General Practices in the country.

BETTER U CAMPAIGN

Continues. Quite a successful launch at Hebburn Central with a reasonable amount of people through the door. Thanks to members of our forum who attended, wore the Better U t.shirts and badges and generally participated in the events to launch this Self Care Programme.

ELECTRONIC PRESCRIBING

Patients can now sign up with a nominated chemist and once they have ordered their prescription, this can go directly electronically to their chemist, who can then dispense it to the patient. This saves the patient having to come back to the surgery to collect their script and take it to the chemist. Patients must sign up with a nominated chemist however so that the practice knows who to send the prescription back to. More information can be got from Jackie, Angela or Kim.