



GROVE HOUSE PRACTICE

Patient Group Meeting: 30th May 2013

Attendees:

Tony Bamber (Chair)
Ken Ramsden
John Lawrence
Tony Hayes
Sharon Williams

Sharon Hearty
Deborah Kelly
Earle Ryan
Joanne Hughes

The Group welcomed new member Sydney Broxton to the meeting.

1. Apologies

Ann Turner-Culverhouse
Jacky Slator

Christine Owen
Mandy Devine

Edward Rawlinson
Katie Roberts

2. Matters arising from minutes/actions from the previous meeting.

The following actions to be brought forward to the next meeting due to Jacky being on annual leave;

Action: Jacky to look at making more appointments available online.

Action: Jacky will contact the CCG and find out more information regarding Patient Forums.

Action: Jacky explained that the NHS Merseyside, National Commissioning Board are still shifting in responsibilities so she will look at who is in charge.

Debbie Kelly asked if there would be any possibility of some members of the Patient Group attending a meeting about CCG and funding but at a Practice level. Joanne explained there are public CCG meetings (JMS is already finding out about those) and it is still in early stages about how this impacts at practice level. We can put the idea forward to Jacky.

Action: Sharon Williams to discuss this with Jacky.

3. Patient Registrations / Deductions.

The meeting had some queries regarding the registrations and deductions that were discussed at the previous meeting, mainly around an exit survey. Debbie Kelly felt that it would be good if we could intercept the patient before they get to the point that they wish to leave the Practice instead of the exit survey, to find out what concerns patients have and solve them. Tony Bamber explained that people have a reluctance to complain to the Practice and their staff, but if it was through a 3rd party such as the Group this may help. Joanne Hughes explained that when a patient wishes to change Practices they initiate the change at the new Practice and Cheshire Health Authority notify us so sometimes we may not know or have the opportunity to catch them before they leave.

Sharon Williams handed out the registration and deduction figures from January 2012 – April 2013. The chart shown how many patients had left the practice against how many

had registered month by month, along with the additional information of how many patients actually registered at another Practice, but did not move address. During this period 842 patients were deducted from the Practice, out of these 168 stayed within our area and did not move address. The Practice had 593 new patient registrations during this time.

Tony Hayes felt that sometimes the Practice does not help itself as he came down within the week and was stood waiting at the front desk for over 20 minutes as there was one Receptionist on her own. He explained that eventually the queue was out by the steps. He felt that it was not the Receptionists fault, but Tower House were busy and had two Receptionists on and this looks to patients that Tower House gives a better service. Tony Bamber felt that this is what it will look like to patients.

Sydney Broxton explained that looking at the figures for deductions he would be extremely worried if this was his business. Tony Hayes asked if it is mainly male patients leaving. Sharon Williams explained that she does not have that information, but she will get it for the next meeting. Debbie Kelly asked would it also be possible to see comparative figures for approx 2/3 years and she would be interested to look at demographics of patients leaving like age, sex for those who just transfer to another practice in the area. Sharon Williams will look at obtaining these statistics for the next meeting.

Action: Sharon Williams to bring statistics for 2/3 years to the next meeting.

Ken Ramsden asked if the GPs have seen these figures. Joanne Hughes explained that they do see the figures and they do have their concerns about our list size which is discussed on a regular basis. Debbie Kelly asked if there was anything we could offer that other GP Practices do not to help bring patients to the Practice. Joanne Hughes explained that we did offer extended access when other Practices did not, but the figures have still in general been falling although at some points over those years they did increase.

The Group concluded the only possible way was to conduct an exit survey, aiming it at patients who move to another Practice, but have not changed address. They felt that people may be more inclined to respond if the letter came from the Group and was returned to the Group instead of the Practice.

Action: Debbie Kelly offered to draft up an exit survey and will contact Sharon Williams when completed.

4. DNAs.

Sharon Williams passed out the DNA (did not attend) figures from January 2012 – April 2013. Sharon explained that the figures are looking better the past several months than they were towards the end of last year, but they are still high especially as we now offer a 24 hour automated service for patients to use to cancel their appointment and we also have a text reminder service.

Sharon Hearty and Tony Hayes asked if the figures were as high within other Practices. Sharon Williams explained that it does seem to be the same throughout the NHS and that she knows it is at her GP Practice. Tony Bamber explained that he still has the view that if a patient cannot make an appointment then they should cancel it. He expressed in his view there should be a 3 strikes & out/ tougher approach, which some other members agreed with. The Group felt we should be sending letters out again to patients who regularly DNA, as we did a couple of years ago.

Action: Sharon Williams will query this with Jacky to see if it needs reviewing.

Sydney Broxton felt that the Practice made a big mistake by stating only one ailment per appointment. Joanne Hughes explained that we do not advertise this anymore. The Group mentioned that this is still on the plasma in the waiting room as they had noticed while waiting for the meeting to start. Joanne explained that we will look at wording that on the plasma.

Action: Sharon to speak with Jacky regarding wording on plasma.

The Group would also clarification regarding the Practice being able to remove patients from their list who constantly miss appointments.

Action: Sharon will check this with Jacky for the next meeting.

5. Next Patient Survey.

Sharon Williams informed the Group that Jacky would like them to discuss the next issue for a patient survey. Sharon explained that when we discussed the criteria 2 years ago the third issue was around Practice communication, but Jacky felt that maybe we should look at doing a patient satisfaction survey again. The Group agreed with this and felt that due to the high amount of patient deductions a patient satisfaction survey would be of higher priority. Tony Bamber suggested asking questions such as:

- 1) How do feel the Practice has treated you (either leave it open or give them options)
- 2) How can we improve our services for you

The Group had some concerns that this survey will be done during a period when we are losing 2 of our permanent GPs and this may have an impact on answers given.

Actions: As the Group all agreed on a general patient satisfaction survey Sharon will speak with Jacky regarding putting a draft together before the next meeting.

5: Patient suggestion / comments box:

There were no comments within the box.

6: AOB:

- Earle Ryan discussed an e-mail that he had been sent regarding the rumour that the Government wished to limit the amount of times a patient would be able to see their GP within a year. He explained that this policy will not be pursued and it is had been stopped after 180,000 people signed a petition.
- Earle Ryan explained that he had heard that the Practice does not do wart clinics anymore and asked if there was another alternative. Joanne explained that we did we have held wart clinics for some time, as did Tower House, but unfortunately our source for nitrogen was no longer available. We are currently looking for another alternative, but there are issues around the quantity needed, who can supply and the health and safety regulations around transportations and storage. The Practice is keen to resume the service as there is no other service for this in the area.

9: Date of next meeting:

Thursday 20th June 2013 at 5.30pm