



GROVE HOUSE PRACTICE

Patient Group Meeting: 25th July 2013

Attendees:

Tony Bamber (Chair)
Ken Ramsden
John Lawrence
Tony Hayes
Edward Rawlinson
Katie Roberts
Sharon Williams

Ann Turner-Culverhouse
Deborah Kelly
Sydney Broxton
Sharon Hearty
Christine Owen
Joanne Hughes
Toni Johns

Sharon introduced Toni Johns who will be covering her maternity leave and attending the Patient Group meetings from September.

1. Apologies

Earle Ryan Jacky Slator Mandy Devine Sharon Williams

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

Patient List Sizes - Jacky agreed to enquire about Brookvale and Weavervale's figures for comparison, as they also share a building.

Action: Jacky was not present at the meeting; bring forward to the next meeting.

All further matters are on the agenda for this meeting.

3. Wellbeing Update

Katie explained the 'Ignite your life' event went really well and had a turn out of about 125 people. They have also started the choir last week and have 25 people taking part, this will be running for a further 9 weeks, there are leaflet in the waiting room.

Nordic Walking course – Katie explained that this is good for people with joint problems and to improve overall health. The first walk will be taking place at the Town Park, Katie passed out leaflets to the Group.

Life skills course – This went down so well there will be another event on 19th August at the Parish Church.

Windy Walk – This is for 14-16 year olds taking place down Windmill Hill. Katie explained they will be putting together a video and taking pictures, hopefully to then will bring some into the Practice.

Volunteers – Katie informed the Group that they are asking patients to fill in volunteer forms if they have any skills that could be used in Wellbeing. They are currently looking for funding for this volunteer work.

Action: Sharon Williams to send a copy to all the Group.

Dementia Passport – Katie explained that a first meeting has taken place to discuss how this is going to work and at this stage they are in the process of designing it, they hope to have it ready for the flu season.

Tony Bamber expressed that he had concerns that they may not be able to reach everyone who does not attend the surgery. He asked how do they intend to promote this to those people who may fall through the net. Katie explained that they will be using the press and Katie also goes door to door as much as she can.

The Group wished to commend Katie and the team on the good work that they are doing.

4. Exit Survey.

A final draft of the exit survey had been sent to the Group prior to the meeting. Sharon Williams asked if the Group had any concerns with the exit survey. Sydney Broxton felt that we are targeting people after they have left and is this not too late. Joanne Hughes and Sharon Williams explained that the purpose is to target patients who have changed GP Practices within our area, but who have not changed address. We would like to know if there was a reason behind them leaving that the Practice that we could look into and solve so that we do not lose anymore patients the same way.

Sharon Williams asked Tony Bamber if it would be possible to use his business address as a return address for the exit surveys, as it was felt if they were returned to the Practice this may deter people from completing them. Tony agreed to this. Each exit survey will be sent with the return address on it with postage paid.

Anne Turner-Culverhouse felt that even if we only get small numbers returned it may help. The Group agreed that the exit survey was fine and are happy for the Practice to go ahead and send them.

5. Update Patient Survey.

Sharon informed the Group that at this stage we are now 3 weeks into the survey, we will run it for a further week. We have had 292 returns so far, one of the main questions is asking if a patient has ever considered changing to another local Practice, so far:

74.3% said no they have not considered it.

21.2% have said yes they have.

4.5% did state yes or no.

Only 48 people out of the 62 that said they have considered it gave a reason why, these break down into the following areas;

33.3% were related to the appointment system not meeting their needs.

18.8% were related to GP continuity / seeing GP of choice

16.7% were related to GPs attitudes.

14.6 were other comments relating to accessibility, waiting times on phones.

10.4% felt that it would be due to being closer to home

6.3% related to the Practice stopping late night and Saturday appointments.

The Group asked why we felt the comments relating to the appointment system was so high. Sharon Williams explained that we feel Dr Ofiaeli leaving and Dr Forde going on maternity leave may have had some impact, but also we have ran the survey during a time when we were changing systems and we had to work things slightly different.

The Group had concerns that you are not able to book a double appointment via the online system. Joanne explained that currently with the software we have it is not possible to do this.

The Group also had concerns about the one ailment per appointment. Sharon Williams felt that Jacky had changed this on the plasma and that she discussed it at the last meeting, but said she would check the wording on it.

Post meeting note: The plasma states the following:

*If you have a number of problems you need to discuss, please tell your GP at the **beginning** of your appointment slot. (They may ask you to make a further appointment)*

Tony Bamber felt that we should perhaps publicise it in some way that the GP will give you as much time as possible to assess the patient's needs. Christine Owen explained that is not all black and white as she has been told by a GP 'stop that is another symptom and you will have to make another appointment'.

Christine Owen wished to mention that she has to come in for an appointment to see Dr Sprott prior to today's meeting, only to find that she was seeing Dr Kaufman who told her that due to her reasons for attending she would need to make another appointment with Dr Sprott. Christine checked in via the self check in screen so therefore had no prior warning that Dr Kaufman had taken over Dr Sprott's appointments due to her being ill that day and not at the Practice.

The Group felt that if this happens in the future then it may be best to put a notice up by the self check in screen stating that a particular GP is not in and they will be seeing another GP. This way the patient at least has the choice of whether they wish to still be seen or make a further appointment. The Group suggested maybe a white board, something patients would get use to and recognise.

Action: Joanne Hughes will look into this.

6: Patient suggestion / comments box:

There were no comments within the box.

7: AOB:

The Group had concerns about the lack of late appointments at the Practice and felt that even one late night opening would help the situation. They felt that this would be a good service for patients and help out a lot of people who do work and cannot get in during regular hours. Sharon Williams explained that we had discussed this at a previous meeting and Jacky had explained that at this time the GPs do not wish to look at the matter as we have been going through changes to the Practice computer system, but they may review it later in the year.

The whole Group felt very strongly about this matter, Joanne Hughes explained that she is unable to make a decision at this time as it needs to be taken back to the GPs and Jacky, but this will be done and can be discussed at a future meeting.

Action: To make GPs and Jacky aware of the Group feelings.

8: Date of next meeting:
Thursday 19th September 2013 at 5.30pm