

Ashville Medical Practice Patient Reference Group Meeting Minutes 18th April 2013

18th of April 2013

Location: Ashville Medical Practice Conference Room

Attendees: Melanie Jones (Practice Manager)
Ruth Nowodny (Practice Administrator)
Patient Reference Group Members (13)
Chris Ruddlesdin (Chair of the Patient Council and Governing Body Member of the CCG)

Update on Action Points from last meeting 17th of January 2013

1. Patient Council to be added as a fixed agenda item to Patient Group Meetings.

It was agreed that Patient Council should be added as a fixed agenda item. Three of our patient group members are also members of the patient council and attend Patient Council meetings every month. They will be able to provide the group with feedback from those meetings and obtain views of patients and members of our patient group.
Action point completed

2. GP Registrar to attend a Patient Group Meeting. Mel required clarification of information the group would like to obtain from the registrar. One group member mentioned attending the patient group meetings would be good for their development and to see exactly what the group gets involved with. Mel informed the group that after each of our patient group meetings minutes are circulated to the clinical team, and also discussions take place in our own internal meetings on what we have discussed. Mel informed the group that the registrars have a strict curriculum, and she could not guarantee that a registrar would be available to attend a meeting.

3. Television in the waiting room. After being in contact with two companies we have been unable to source a television in the waiting room. This due to the companies also requiring to advertise healthcare on the TV's, and there would be a conflict of interest as there are other healthcare companies within Oaks Park Primary Care Centre. E.g. Chiropractic, Acupuncture. The practice is not currently in a position to self fund a TV.

Everyone agreed this action point could be closed.

Agenda Items Patient Reference Group Meeting 18th of April 2013

Practice News

- Dr Trivedi is now on maternity leave. She had a baby girl in April and both are doing well.
- Dr Sam a GP Registrar started in February and will be with the practice for 12 months.
- NHS 111 was due to start before Easter, however was delayed due to safety issues with the service. We currently don't have a date when the service will start and will update the group accordingly.

Priorities for the Next Patient Survey

Mel informed the group it was time to set the priorities for the next patient survey.

The priorities for the last patient survey were:

- Opening Times
- Ability to be seen quickly
- Ability to book ahead
- Telephone answering
- Experience and treatment of service received

All agreed that the above priorities gave a broad perspective of what patients thought of the practice and all agreed to keep the same priorities for the next survey.

One group member requested that 2 other priorities Communication and Continuity of care be included in the next survey. Mel requested sample questions under these priorities from the group for discussion at the next meeting.

We also discussed and agreed conducting the same survey as last year so that a year on year comparison could be made with meaningful information.

Mr Ruddlesdin also endorsed the idea of conducting the same survey as last year.

The questions for the next patient survey will be agreed at the next meeting in July 2013

Patient Council and Our Public Engagement Open Network (Open)

Mr Ruddlesdin stated he had attended the Barnsley Practice Managers meeting previously and had commenced discussions with regards to the Patient Council. He congratulated Ashville Medical Practice on their successful Patient Reference Group.

Chris gave a brief summary of the setup of Barnsley's Clinical Commissioning Group (CCG). The CCG's ethos is to put patients first and patient involvement was extremely important.

Mr Ruddlesdin is the lay member leading on patient and public engagement.

The CCG plan is to commission high quality care, local to home applying strict commissioning guidelines. Provide clear specifications of services required from providers with terms and conditions attached. It was hoped this approach would improve the quality of care patients would receive.

The group were asked 'Do people want their healthcare provision in Barnsley?'

All members agreed that they wanted high quality care closer to home. This would help with travelling expenses, inconvenience of people having to take time off of work and also for family travelling to visit patients who are having inpatient stays. They would however be happy to travel further afield for expertise in certain areas of healthcare.

The patient council meeting is held on the last Wednesday of every month at 6:15pm at Barnsley Academy College. New members are welcome.

Health Watch

This is a new group that is set up with mostly volunteers, they currently have 514 members. Health Watch is a monitoring and advisory body for patients. They want patients to get involved in their health care and are currently accepting new members. There are various levels of volunteers, from patients completing surveys to full members who actively do visits to surgeries doing checks.

Positive Feedback

One member of the group stated that the appointment availability at the practice had significantly improved since Mel joined and also that they felt they had been listened to and their issues had been taken seriously.

Mel thanked the patient group members for their positive comments and also their participation, and that she was really proud of the successful group at Ashville Medical Practice, and that 3 members of the group were also members of the patient council. She also thanked Mr Ruddlesdin for his positive comments on our successful patient group.

Action Points

- Patient group members to provide suggestions on questions to be asked in the next patient survey with regards to the priorities of Communication and Continuity of Care
- Mel to provide a sample patient survey questionnaire to be agreed at the next meeting
- Date of next meeting Thursday 18th July at 13.00pm