

Ashville Medical Practice Patient Reference Group Meeting Minutes

18th July 2013

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Location: Ashville Medical Practice Conference Room

Attendees: Melanie Jones (Practice Manager)
Ruth Nowodny (Practice Administrator)
Patient Reference Group Members (10)

Update on Action Points from last meeting 18th of April 2013

- 1. 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**
Suggestions were provided by a member of the group and some questions have been incorporated into the survey. It was agreed that we wanted to keep the survey as near as possible the same as last years survey therefore, an exercise will be completed for the survey in 2014 asking the wider practice population if Communication and Continuity of Care should be included as a priority.
- 2. Mel to provide a sample patient survey questionnaire**
A draft questionnaire was provided for discussion at the meeting.

Agenda Items Patient Reference Group Meeting 18th of July 2013

Practice News

- Rebecca the new receptionist joined on the 28th of May 2013.
- Dr Trivedi leaves the practice on 30th of September 2013.
- Dr Mills will become a GP Partner on 1st of August 2013.
- The Practice has passed the criteria for Patient Participation DES – Thank you to all members of the patient reference group for their input and contribution.
- New GP Registrar Dr Wong starts at the practice on the 7th of August 2013.
- Dr Kouchouk Locum Doctor last day is 19th of July 2013.
- NHS Choices website - Feedback from patients is welcomed. The link below will take you to Ashville Medical Practice.

<http://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=39757>

Appointments – Continuous Improvement

A lot of time has been spent over the last year improving the appointment system. The practice is still receiving requests from patients to be able to book appointments via the internet. This was an area that was put on hold until the appointments system was more stable. The group agreed to the implementation of internet appointments as continuous improvement and felt that the appointment system was now running very smooth and that it was very easy to get an appointment.

Appropriate testing will take place before patients are informed the system is available and the appointments will be monitored closely. The patient group will also be notified when the facility is due to go live. The practice will offer Doctor appointments via the internet.

The practice currently opens late on a Monday evening. A suggestion was made to the group on moving the late night to Wednesday so that there is more Dr resource on Monday mornings at the practices busiest time. The group agreed that this seemed a sensible idea.

Mel advised that this idea had not been discussed internally yet and may not be feasible however felt it courteous to run the suggestion via the patient group first, whilst looking at continuous improvement in the appointments system.

Patient Satisfaction Survey

A draft copy of the survey to be used this year was discussed. Two new questions have been added, one about the practice website and one about the rotating message boards in the reception area, incorporating communication as a priority

Members of the group suggested adding a further question to ask patients if they used the self arrivals board, and a further option asking patients if they were aware the practice had a website. It was also agreed that the survey will cover the same period as last year. So the survey will commence on 1st September and will end when a representative sample has been obtained based on the Department of Health advice of 25 questionnaires per 1000 patients.

Patient Council and Public Engagement Open Network

A group member gave an update on the last meeting that she attended with the patient council. The patient council had members from Barnsley Dementia Independent Services to talk about the services they offer. It was felt that the session was informative and the group would like BDIS to come to a meeting if possible; however speakers coming to a patient group meeting are not to hinder what we need to achieve as a group.

The next patient council meetings will be the 1st and last Wednesday in September.

AOB

The group asked if they could have an update on services offered by our practice and also services offered in Oaks Park Primary Care Centre.

Mel informed the group that Ashville Medical Practice is within Oaks Park Primary Care Centre, however is totally separate to other services that are offered from Oakes Park Primary Care centre. Oaks Park Primary Care Centre houses many services including:-

- Pain Management Services
- Physiotherapy
- Podiatry
- Health Visitors
- District Nurses & Community Matrons
- Memory Services
- Diabetic Specialist Nurses
- Baby Bond (3D Scanning)

Ashville Medical Practice offers the following Services/Clinics to patients:-

- Alcohol and Substance Misuse Clinic
- Nurse Chronic Disease Clinics e.g. Asthma, Hypertension, Diabetes,
- Warfarin (INR) Clinic
- Smear Clinic

- Weight Monitoring
- Childhood Immunisations
- Learning Disability Reviews
- Contraception – Coil/Implant Clinics
- Minor Operations
- Smoking Cessation
- Joint Injections
- NHS Health Checks for eligible patients
- Travel Clinic (Including Private Travel Patients)
- Antenatal Clinics
- Post Natal Clinics
- 8 week baby checks

Accident and Emergency Attendances

A member asked if Mel had any update on figures of A&E attendances and if the posters etc explaining the cost to the practice had made a difference. Mel informed the group that at present she cannot obtain figures as the data is under review however would be carrying out a review when the information was available and would update the group accordingly.

NHS 111

A member asked if we had encountered any problems with the new service. Mel informed that group that the practice had not had any problems with the service. Mel explained that this service was for patients who required a doctor for urgent care out of hours and it did not replace the 999 service for emergencies.

**Next Meeting – 17th October 2013
1:00pm – 2:30pm
Conference Room Ashville Medical Practice**