

GROVE HOUSE PRACTICE

Patient Group Meeting: 21st February 2008

<u>Attendees:</u>	Ann Turner-Culverhouse	Robert Whittingham
	Tony Bamber (Chair)	Margaret Carr
	John Lawrence	Jacky Slator
	Ken Ramsden	Sharon Lewis (minutes)
	Sharon Hearty	Mandy Devine
	Tony Hayes	Dr Wilson (for presentation)

1. Presentation from North Cheshire Hospital Trust.

Kathryn Holbourn, Director of Nursing & Governance gave a presentation on the NHS Foundation Trust, along with Gordon Ramsden, Medical Director. After the presentation the group discussed their concerns about how changes will affect people within Runcorn. One of the group's main concerns is regarding the distance to the Warrington General Hospital where the nearest intensive care unit is and the times when it can be difficult to get to Warrington due traffic problems.

Jacky Slator will feedback all the patient group concerns that were discussed after Kathryn Holbourn and Gordon Ramsden left and ask for a further session to involve more of our patients – plus Tower patients, too.

Action: Jacky Slator to feedback the patient group concerns/wishes.

2. Apologies

- Sharon Hearty
- Diane Slater also sent her apologies and wished to inform the group that she wishes to resign as she is finding it increasingly difficult to attend meetings.

Both the Group and the Practice will now try again to recruit new members.

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

Patient Survey Action Plan – Jacky Slator handed out copies of the patient survey action plan. Due to shortage of time at this meeting, it was agreed that the group will discuss this in detail at the next meeting.

The following matters were brought forward from previous meeting and, again due to limited time at this meeting, will be discussed at the next meeting:

DNA protocol

Action: Jacky Slator to look into setting alerts- no DNA letters to be sent out until discussed again with the patient group.

The group requested statistics on the number of appointments requested per day, and how the practice accommodated these requests.

Action: Jacky Slator to give overview of appointment request statistics.

Telephone system – The group also asked about the phone lines opening at 8.15pm to accommodate people taking children to school, as they find it difficult to phone for an appointment at 8.30pm

Action: Jacky Slator and Dr Wilson to look into the possibility of opening phone lines at 8.15am

4. Patient Suggestion / Comments box

There were 4 comment forms in the suggestion box, two of which were anonymous. One was with regards to lack of forms and pens available to enable patients to fill in their suggestions and the other was regarding the patient check in screen and the privacy of the screen.

The Practice responded that comment forms had been available throughout the month, but pens/pencils are not routinely provided (though are available from Reception). The Group discussed privacy at the check-in screen and felt that it is not a real issue since it only asks for date and month of birth and not year of birth.

The third comment form was with regards to not being able to order repeat prescriptions over the telephone. The patient wished to suggest facility for doing this via e-mail. This facility is already available and Jacky Slator will draft a response for the Group.

Action: Jacky Slator to draft response and send to Chair for approval.

The fourth comment was asking if there is any way that we could put on the self-check in screen how many patients are already waiting and/or where they are in the queue. She found it quite stressful that she waited for half an hour for the GP and did not know how many other patients were before her. The patient was hesitant about asking a receptionist the information she needed. The Group discussed this and the Practice explained that it is not currently possible to adapt the software in that way. The Practice also explained that a patient may wait half an hour. Even if they are the only patient waiting to see a particular doctor, simply because that doctor is having to spend more time with the previous patient who's consultation turns out to be more complex than envisaged.

Action: Jacky Slator to draft a response and send to Chair for approval.

5. Dates for future meetings.

The group discussed future meeting dates up until May 2008. These were agreed as: 3rd April, 1st May and 29th May. At the next meeting the group will agree the remaining meeting dates for 2008.

Next Meeting Date:
Thursday 3rd April 2008 at 5.45 pm