

GROVE HOUSE PRACTICE

Patient Group Meeting: 1st May 2008

Attendees:

Robert Whittingham (Chair)	Sharon Hearty
Tony Hayes	Mandy Devine
John Lawrence	Jacky Slator
Ken Ramsden	Sharon Lewis (minutes)

1. Apologies

Margaret Carr Ann Turner-Culverhouse Tony Bamber

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

Extended Access – Jacky Slator discussed that she is still in the consultation period with staff at present and that the practice is still aiming to start extended hours in June. It was also mentioned that Tower House practice will so far not be going ahead and doing any extended hours. Jacky also discussed that she had spoken to Dr Wilson about the groups concerns over safety for staff during these extra hours. Dr Wilson felt that in general people do respect the surgery and that his assessment of any risk is currently low.

Switchboard opening times – It was discussed that it is not yet possible for various reasons to open the switchboard any earlier, however, the PCT are looking at a new telephone access system for all practices which may help the situation. It would create a phone line were patients could use an automated service to book and cancel appointments.

Plasma – The group felt the plasma screen needed to be speeded up at last meeting – Jacky Slator will look into this.

Action: Jacky Slator to look into speeding up presentation.

3. Objective Setting?

Jacky Slator discussed with the group about the possibility of do a something that the patient group could get involved in over the next 6 months or so, mainly as an aim to get more patients involved with the group and bring in new members. One idea was for the group to come up with some customer care standards to help improve how we deal with our patients and their requests. The group felt at present that they are a good way of communicating between the patients and the practice, and that overall the practice has improved over the past 12 months or so. It was agreed that at the next meeting the group can give their opinions and ideas on the patient information leaflets that the practice are designing to enhanced communication with the patients.

Action: Sharon Lewis to bring copies of information leaflets designed so far.

4. Patient Suggestion / Comments box

There were 4 comment forms in the suggestion box, 3 of which patient gave their details so we can respond to. The first was with one had no details on so therefore we can send response letter. The patient was querying why they can only discuss one symptom during

their appointment. It was discussed that the GPs normally specify this due to time limits and that if they over-run in a consultation it has an effect on the patients waiting.

The second comment was with regards to the help they had been given by the H.C.R.C. and how wonderful the service was that she had received, the patient would like to details of the H.C.R.C on display to be recommended to other patients.

Action: Jacky Slator to draft response.

The third comment was with regards to the possibility of being able to e-mail prescription requests to the surgery. This facility is already available.

Action: Jacky Slator to draft response.

The final comment was with regards to the patient not being able to get a repeat prescription for his cough medicine and that he required another appointment to get further issues. It was explained that the GP may not have issued it due to the fact that they wished to see the patient again to see how their health was and to make sure he did not need any further medical help.

Action: Jacky Slator to draft response.

5. AOB

It was brought up that at the next meeting the group need to discuss DNA letter, Jacky Slator has put on hold until they have been discussed with the patient group.

Action: Bring Forward to next meeting.

6: Dates of next and Future meeting:

The Following dates for future meetings were agreed upon by the group;

5th June 2008

3rd July 2008

7th August 2008

4th September 2008

2nd October 2008

30th October 2008

20th November 2008 – for review at later date.

Next Meeting Date:
Thursday 5th June 2008 at 5.30 pm