

Patient Group Meeting 30th September 2014 Minutes

Present: HD, GR, EH, JR (patients) TM, SAP, (Practice representatives)

Apologies: DR, EH, LD, MG

Minutes of the last meeting

The minutes of 20th May's meeting was projected. The minutes had been circulated prior to the meeting inviting comments from the members. 20th May's minutes were agreed as a true record.

Matters Arising

SAP confirmed the practice has several meeting opportunities. Weekly clinical/business meetings are held between GPs and Managers. Nurses have their own monthly meetings, as do reception. The practice also closes one afternoon per month for training.

SAP explained our written complaint process. Dr John Byrne is the complaints lead for clinical matters and the Practice Managers review any organisational complaints. Patients are written to after investigating and gathering information from other team members where necessary.

Any learning opportunities which may be identified from the complaint are shared with the rest of the team via the meetings above and in changes to written protocols.

For the benefit of those missing from the last meeting we agreed to hold 3 patient group meetings per year, due to the summer period where attendance is unpredictable.

Changes to our team

The practice welcomed Dr Paul Vohra GP who has previous experience in Rotherham to our GP team in July. Dr Ogden has also moved to pastures new. One of the group members relatives had seen Dr Vohra and was complimentary.

Patient Feedback

Family and Friends Test

As from 1st December 2014 it a requirement that all GP practices undertake the NHS Friends and Family Test.

The idea behind the test is that anyone who uses NHS services has the opportunity to provide feedback on their experiences that can be used to improve services.

Clifton with the help of our group have previously participated in a number of surveys on a range of topics. The FTT will enable us to gather feedback at the time the patient has visited one of our practices. Any feedback will be anonymous and we will report our findings back to patients.

We discussed the two questions which we will be asking:-

One is a standard question which must be adopted by practices and is as follows:

“We would like you to think about your recent experience of our service”

How likely are you to recommend our GP practice to friends and family if they needed similar care and treatment?

There is a further question of our choosing and we discussed whether we should have very general question such as ‘if we can choose one thing about your care and treatment today to improve your experience what would it be? or a question which target specific local issues or re-visit our original action plan and develop a question from there.

The groups’ preference was to have a general question as it was felt that some of the issues that had been identified may not be an issue currently as with the passage of time priorities change. It was acknowledged that the practice had done some work as a result of the outcomes of our previous surveys and so we would be able to see if new areas arise.

The group also decided that we would review the comments available at our next meeting in February and decide the next priorities.

The group reviewed the comments form and agreed the font was suitable but suggested yellow paper should be used for those that have a visual impairment. It was also suggested we could put a message on the jayex screen, website and update our P.I.L leaflet.

Feedback from Rotherham Network Patient Group Meeting Jul/Sept 2014 (GR)

GR provided feedback on the July and September meetings.

July’s meeting ‘Working together for a Healthier Rotherham’ – 150 people attended. 2 of our group were present. Presentations were held in the morning followed by workshops in the afternoon.

September’s meeting discussed the proposals around mental health and how sufferers should be treated the same as other members of society.

Next meeting is on 2nd December at the Carlton Park Hotel

Appointment of a secretary

Staff and patient Issues

A.O.B

Stag PPG had won an award and the group asked if it could be arranged for Jenny Drew to come and speak to the group.

The group felt the long term condition initiative was working well at Clifton.

The Carer’s corner is closing shortly and moving to Rain building.

Next meetings:-

Tuesday 10th February 2015 at 12 o’ clock Clifton Medical Centre/RIO meeting room