

Patient Group Meeting 27th January 2015 Minutes

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

Apologies: DR, LD, KL

Minutes of the last meeting

The minutes of 30th September's meeting was projected. The minutes had been circulated prior to the meeting inviting comments from the members. 30th September's minutes were agreed as a true record.

Matters Arising

CQC monitoring report and change of banding/nurse survey

This meeting had been arranged earlier than planned due to the intelligent monitoring report which CQC had issued in November where the practice had been categorised as banding 1, which represented the highest priority. The group had been sent the report prior to the meeting.

On December 11th CQC wrote to the practice to amend our banding to '3' and apologise for the concern which it caused to our team.

The group was also upset by the report.

The practice, and in particular the nursing team are keen to understand why patients have recorded a lower than expected rating on the questions asked on the survey surrounding the nurse's care and concern and involving patients in the decision making.

One of nurse practitioners joined this meeting to gain feedback from the group, which was positive towards our nurses, as the group was as surprised as we were. We also reviewed the in house survey we have devised with the aim of gaining further feedback.

The survey was agreed and Wednesday was felt to be the most suitable day for distribution. Some members of the group have again offered to help in our waiting areas. The plan for this is to agree dates for April/May 2015.

Family and Friends Test

The group decided at September's meeting we would review the feedback at what was going to be our February meeting. It was felt that the practice had made changes as a result of previous surveys such as signage around the building to help patients find the Drs rooms and whilst some actions are outstanding such as the review of appointments it was agreed that patients opinions change with the passing of time and the F and FT was a method of capturing real time feedback.

As the F and FT was new at this stage there was very little to share however the feedback would be a regular agenda item and it was hoped by our next meeting we would have some themes to look review and conduct another survey.

Our priorities for 2015

We all felt that to recruit more members should be a consistent priority and that posters in the waiting room and information on our website should be a permanent theme.

Nurse survey to be run and the results reviewed by the group at the first available meeting.

Invite Jenny Drew who is patient group lead at the Stag medical Centre to one of our meetings

Review F and FT feedback in conjunction with our previous surveys and either run a further in depth survey if it is felt a particular topic is needed or agree changes.

Changes to our team

Dr Cooper will be leaving the practice as a Partner from April 2015. The practice will be advertising shortly for a replacement. The group understood there was a shortage of GPs with an increase in patient demand however the practice was successfully in recruiting to Dr Kapeller's vacancy.

Appointment of a secretary

Staff and patient Issues

Patient Online – currently, if you wish to, you can use the internet to book appointments and request repeat prescriptions. From April 2015 patients will be able to have access to medication and allergies and the Doctors have agreed to extend this further to include immunisation history. Our patient information leaflet on this subject was distributed to the group.

A.O.B

One of our group members offered to assist with walks in Clifton Park.

Concern was raised about the waste of medication and how medication is being administered by chemists when patients' have not ordered any. A talk from our pharmacy team was suggested for future meeting.

Next meetings:-

Tuesday 19th May 2015 at 12 o'clock Clifton Medical Centre/RIO meeting room