

Patient Group Meeting 9th February 2016 Minutes

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

Apologies: DR

Minutes of the last meeting

The minutes and agenda had been circulated prior to the meeting inviting comments from the members. 19th May 2015 minutes were agreed as a true record.

Matters Arising

Item: Staff and Patient issues

MG had identified that the website and P.I.L showed discrepancies around the emergency dentist. SAP to review.

1.Remote Care Pilot (Telehealth)

Denise Hicks joined the group to update them on this pilot we are undertaking. Clifton is one of only 5 practices who are trialling remote monitoring of hypertensive patients. This means patients would be able to submit their 6 months blood pressure reading without coming in to the practice. A minimum of 25 patients are needed and to participate you need a mobile telephone and your own blood pressure monitoring machine. We are aiming for this to be successful and extend the services to other conditions.

The group saw the benefits as:-

Useful for carers, who find it difficult to attend surgery for both their own and the person who they are caring for, blood pressure monitoring reviews

Any other patients who finds it difficult to attend surgery

Lessen the impact of 'white coat' blood pressure readings as patients would be taking the reading in their own home.

The group felt there would be a benefit of having a blood pressure machine in the waiting room. Agreed it might be better to trial at Wickersley first as unfortunately at Clifton our Christmas tree and sinks were stolen at Clifton.

2.Feedback

Family and Friends Dec 2014 – Dec 2015 satisfaction rates and themes on the 121 comments displayed.

Most comments were around:-

- Telephone Access/Local number (17) – Rotherham CCG are looking at a Rotherham wide telephone system
- Issues with the self check in screen – a new screen is due to be installed in the next 2 weeks.(7)
- Routine and urgent appointment availability (8) – patients ringing on the day will find depending on the level of demand that they will be filled at some point. Patients are then offered the duty Doctor and will be seen on the same day.
- Compliments (26)

GP Patient survey results circulated – of the 10 questions asked of patients Clifton had received a positive response in all areas. This means all our areas are green with no amber or red areas to improve on.

Action plan agreed and attached to these minutes.

Changing face of GP Services Event held in Nov – GR circulated the event report. We agreed to look more closely at some of the things discussed in the report at next times meeting.

Rotherham Network - the next meeting is 1st March at Carlton Park Hotel between 2pm and 4 pm. Please contact Helen Wyatt 302042 if you wish to reserve a place.

Challenging Exploitation Event New York Stadium Thursday 10th and 17th March. If you wish to reserve a place contact Yvonne Nettleton 302020.

3.Appointment of a secretary

4.Staff and patient Issues

TM agreed to review MG prescription request to check whether a message was sent regarding a review.

5.A.O.B

Patient invited to attend routine CQC inspection visit on Wednesday 17th February.

Next meetings:-

Tuesday 17th May at 12 o'clock Clifton Medical Centre/RIO meeting room