

Patient Group Meeting 12th February 2013 Minutes

Present: HD,AT,DR,GR,MG,LD (patients) TM,SAP, (Practice representatives)

Apologies: DH

Minutes of the last meeting

The minutes of 16th October's meeting was projected. The minutes had been circulated prior to the meeting inviting comments from the members if they felt they were inaccurate. 16th October's minutes were agreed as a true record.

Matters Arising

MG thanked everyone for the 'work around' which was currently in place regarding confidentiality and patient display. SAP advised that the predicted timescale for a resolution is still on target for the end of April.

Questionnaire

The questionnaire which had been agreed at our October meeting and the results were projected.

3 methods were used to capture patient feedback:-

1. Approx 150 questionnaires were posted to patients across all age ranges and ethnicities.
2. Reception teams gave patients a questionnaire to complete
3. GR and DR spent time talking to patients in our Clifton waiting room encouraging them to complete the questionnaire. The results were processed externally by NHS Rotherham. They noted that by using patient representatives to gain feedback on our service we had received a higher number of patient comments than normal.

167 questionnaires were returned in total, breakdown as shown in the table below

Clifton	Postal	29
	Practice	78
Wickersley	Postal	6
	Practice	54

4. 60 comments were received in total 34 were positive praising the team, the care we provide and our systems. The 26 negative comments could be grouped into 6 broad headings. These were appointments, cancellation of clinics, telephone, room location, lack of time during a consultation and reception. Please see our action plan for more information.

Staff and patient Issues

No issues were raised

A.O.B

HD reported a problem that on more than one occasion there was a lack of hand towels and toilet paper in the disabled toilet, plus the hand dryer was not working. TM explained that we are experiencing the theft of our toilet rolls from the toilets however we would raise the issue with our site manager.

Practice Response

The theft of toilet rolls etc is currently being investigated. Our site manager has been unable to repair the hand dryer so we are awaiting an external contractor to repair or renew it. *Update March 2013 – this has resolved.*

Services in addition to the NHS

Certain services, which are not covered by the NHS, may be requested by patients such as Medicals for taxi, HGV, holiday cancellation forms. The new charges for these will apply from the 1st March 2013 and was shown to the group. The complete list will be held on our website and at reception.

Treatment query

MG queried what action a patient could take if they were denied treatment on the basis of a lack of funding. For advice patients can contact PALS 01709 423030 and/or seek a second opinion within the practice. Without knowing the exact nature of the problem SAP was unable to give a full explanation, however certain procedures, deemed as cosmetic are not available on the NHS. The PALS organisation is discontinuing at the end of March and will be replaced by Healthwatch. We are awaiting details of this new organisation.

Next meetings:-

Tuesday 7th May 2013 at 12 o' clock (sorry this is a change to 14th May as I have another meeting)

Tuesday 6th August 2013