

ALRESFORD SURGERY PATIENT PARTICIPATION GROUP

FORUM MEETING 7 DECEMBER 2016

Attended by 10 patients and 2 surgery managers

CQC Inspection

The surgery was delighted that the recent CQC inspection resulted in a rating of 'Good' in all 5 inspected areas and 'good' overall. No issues were identified by the inspectors as needing attention or improvement. The inspectors were very impressed by comments they had received while interviewing patients and members of our Patient Participation Group. The surgery thanked those patients who had been involved and had provided such supportive feedback.

Service Development in our area

Some services, previously provided by hospitals, are now being offered in 'community' settings. Services such as dermatology, ENT and cardiology testing are being offered at locations such as GP surgeries where it is hoped that access and parking will be easier.

Partners and managers at Alresford surgery have been involved in a programme called Better Local Care during 2016. This programme has been looking at how groups of surgeries can work more closely together as well as how we work with other community services and how we can improve patient care in our own localities.

Access to Your GP

Due to the pressure on GP appointments the surgery will be introducing some internal and external changes to the way we work which will make appropriate access to GPs easier. These changes will include

- the training of surgery staff to undertake certain administration tasks currently undertaken by GPs.
- A change to our duty doctor system which currently works on a morning and afternoon shift – we will introduce 3 shorter sessions which will reduce the pressure on the duty doctors
- Development of telephone consultations making them readily available to patients – this will reduce the need for many patients to attend the surgery for matters that can be resolved by a telephone conversation
- Making test results available online to patients (using Patient Access)
- Introducing an interactive tool to our website providing diagnostic and treatment advice to patients but will when necessary advise a doctor that their intervention is needed.
- We are currently getting feedback from patients on whether our Extended Hours (evenings and Saturday mornings) are valued and if any changes are needed.
- Discussions with 18 other local surgeries are ongoing to identify ways where we might work together to provide services more efficiently and to consider how the Governments Policy of 7 day GP access might be provided.

Other matters discussed

Warfarin Pilot – where patients are supplied with home testing kits removing the need to see a phlebotomist. There is currently no plan for this to be offered to our surgery or our patients but we await results of the trial.

Next meeting

To be arranged in 6 months time. As we get better attendances by holding the meeting in the afternoon we will use this format.