



ALRESFORD SURGERY - PATIENT FORUM

MEETING HELD ON

Thursday 16th July 2015 at 7.30pm

NOTES OF MEETING

The meeting was attended by three surgery staff members (Dr Richard Cribb, Mrs Sue Lees and Mr Richard Hanney) and nine patients. There were two apologies.

1. Summary of Groups Achievements since the last meeting held in March 2015.

- Queueing barriers installed in the surgery lobby to facilitate easier use of the reception desk and waiting room doors
- Sample drop box introduced on the reception desk
- Engagement – evening Patient Forum meeting introduced and larger attendance
- Online appointment booking/ Patient Access becoming more popular

2. Patient Information – sharing

There are various ways that patient records are shared:

- Shared Care Record
- Hampshire Health Record
- and the shortly to be introduced Care.Data

All the above were explained in terms of their use and benefit to patients and the NHS. It is possible to opt out of each individually or all according to patient preference.

Agreed we will publicise the forthcoming Care.Data

3. Local NHS Services

- Community Services – explanation of some of the new services being introduced – particularly a two tier dermatology service
- Hospital first appointment – electronic referral system to be re-introduced which the surgery hopes will eliminate/reduce the number of problems
- Hospital follow-up appointment failures – surgery will raise with the hospital
- Hospital – delays in providing results from pathology – surgery can look into this
- We have received some interesting feedback from a patient regarding the loss of a hospital service they have found particularly helpful. Alresford Surgery have raised this with West Hampshire Clinical Commissioning Group (WHCCG) and are awaiting news.

4. Other matters

- Email correspondence to GPs' why is it not promoted – mainly due to risk factor of urgent clinical matters being delayed if sent to GP who is absent. Surgery is looking to see if this can be safely introduced.
- Usual/Named GP – There is a new Department of Health directive that all patients must have a named GP who is ultimately responsible for their care – we use this by designating a 'usual GP' w- patients can ask who their named GP and can request to change this if necessary. This does not affect a patient's ability to

book appointments with any of the doctors at the surgery. The surgery will be publicising this in the autumn.

- Staff photograph board requested - The surgery has a plan to provide this and to add the photographs to the website too.
- 7 day opening – has the surgery considered it? This is a government election manifesto pledge to be introduced by 2020 or earlier. We wait to see how they want it provided and how it will be paid for – it could be by several surgeries in the local area offering services to each other's patients at various times across the week and weekend. Patients will not have access to 'their' doctor 7 days a week.
- The surgery would like to know how the members and the patients would like to see the group develop to hold the surgery and the Clinical Commissioning Group (CCG) to account and to influence the way services are provided in the future. Ideally the group should be independent of the surgery. We will use the next meeting to explore how this might be achieved.

Thanks were given to those who attended and lively and useful meeting.