



ALRESFORD SUGERY - PATIENT FORUM

MEETING HELD ON

Tuesday 24th March 2015 at 2pm

NOTES OF MEETING

1. Minutes of previous meeting

- Presentation given on Clinical Commissioning Groups had been published on website
- Facebook and Twitter pages now functioning
- Survey undertaken
- Continuity of care reaffirmed as desirable, included in newsletter

2. Review of Survey

The areas surveyed had been agreed at the previous meeting and members of the virtual group had given input. The results of the survey had been distributed prior to the meeting.

Key results

- Engagement of patients – 72% were aware that we have a PPG which was well advertised in newsletters in town and parish magazines, subscribers list (54% of those surveyed) and on our website.
- Only 26% were aware of our virtual group
- Mixed appetite to hold meetings outside normal opening hours, little support for Saturdays.
- Communication, 85% found it fairly easy or better to get through to the surgery, 59% to get to speak to a GP or nurse
- Booking appointments – only 22% book on line but 50% would like to.
- 42% use our website for information of our services and healthcare advice
- Opening hours – 79% happy with current hours, 36% would like more Saturday access
- 16% like having text reminders of appointments and value service
- Premises – we invited suggestions. As a result of patient input we had installed an electrically operated door to the waiting room, installed an additional TV screen.

Group recommendations

- Promote PPG (both groups) on TV screen. Poster in Public Library. Comment on repeat prescription slips?
- Provide a mix of information on TV screen, 'lighten' it up,
- Try a summer evening meeting starting at 7.30 or 8.00pm to encourage working patients to attend
- Develop use of online booking/ Patient Access. Provide support to get registered.
- Maintain text reminders
- Provide signposting/education to help patients know what the surgery can do for them and what they might do for themselves. Promote continuity of care.
- Communication – try ways to answer phones faster, promote online access, keep patients informed if appointments running late.
- Premises – sign at reception to improve queuing. See if water can be provided in main waiting room (difficulty – no water supply and lack of room to keep large water tubs)

3. Other matters

- Discussion on patient information, the care.data programme that will be launched in the near future that will allow research into public health, measure trends and help plan for future needs.
- Delivery of Primary Care in the future, looks like larger surgeries providing a wider number of services, should work well in towns but rural areas may pose some challenges. Patients need to get involved in making their views known to influence change – suggest signing up to Mid Hampshire Healthcare Ltd, a consortium of 19 General Practices dedicated to keeping local GPs and their patients at the forefront of

any changes. Example – our phlebotomy service now provided through this company, without it we would not have a service. (www.midhampshirehealthcare.co.uk/provider)

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

4. Date of Next Meeting

Next face to face meeting – One evening in the summer, to review progress on recommendations and to look at areas both groups identify as needing attention.

5. The following comments regarding the survey results were made by a patient unable to attend the Patient Forum meeting:

I do have a few comments which I would have mentioned had I been present (all about Question 15):

No. 11 – I thought the touch screen tells you which waiting room to use when you check-in.

No. 12 – I support this suggestion.

No.21 – Not everyone watches the TV screen and it's certain that some patients would not notice that they had been summoned so the doctor/nurse would valuable waste time waiting for them. My previous surgery in South Wales used to have a loudspeaker in the waiting room and each (numbered) consulting room had a microphone so that the doctor/nurse could call for their next patient without having to spend time walking to and from the waiting room – this might speed up consultations and facilitate each doctor seeing one more patient per session?

No. 31 – I disagree.