



## ALRESFORD SURGERY - PATIENT FORUM

MEETING HELD ON

Thursday 26<sup>th</sup> November 2015 at 7.30pm

### NOTES OF MEETING

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

#### 1. Matters Arising from Minutes of Last Meeting Held on 16<sup>th</sup> July 2015

- Email correspondence between patients and doctors. We do not encourage this as we don't have the systems or the personnel to monitor an email inbox to ensure that emails are dealt with in a safe and timely manner.
- Staff photos – this is still a work in progress. Most staff photos have been taken and we are working on getting them printed and framed for the waiting room. Photos will also be placed on our website.
- 7 day opening – there is no further movement on this from the government. If it happens we envisage working in collaboration with other surgeries to provide a service across a number of practices rather than on an individual practice basis.

#### 2. What is the Structure of the CCG?

- We are members of West Hampshire Clinical Commissioning Group (WHCCG). The CCG comprises 51 member practices which are divided into six localities. We are part of the Winchester locality. There are monthly locality meetings which are compulsory for us to attend. We send one GP and one Practice Manager to these meetings and they represent the views and opinions of the practice staff and patients. Each locality chooses one person to represent them on the main CCG Board.
- The CCG also holds events and meetings specifically aimed at patient representative groups.

#### 3. Alresford Surgery Patient Forum – becoming more patient led

- All surgeries are encouraged to have a patient participation group – in fact it is now a contractual requirement upon us. Patient feedback is vitally important to the surgery – we are encouraged to seek feedback and to act upon it.
- Alresford Surgery Patient Forum has always been led by the surgery itself, whereas other surgeries have groups which are more autonomous. The group had a discussion around this and felt that it would be difficult to encourage people to take on roles such as group chairperson. For this reason it was decided to leave the group structure as it is with patients being asked to contribute to the agenda.

- It was agreed that meetings should be held twice yearly and that the timing of the meetings should vary between daytime and evening. The next meeting will be timed for early afternoon.

#### **4. Online Services**

- We now offer patients the facility to view some elements of their medical record online. We currently offer online appointment booking and online repeat prescription ordering as well as the ability to view allergies, immunisations and regular medications. By March 31<sup>st</sup> 2016 patients will also be able to view their past medical history.
- The service is called Patient Access and is provided by the supplier of our clinical records software – EMIS.
- Patients need to register for this service – to apply please collect a form from reception or see our website.

#### **5. Test Results**

- We were asked to clarify the process for patients receiving test results.
- Test results are received from the pathology labs and medical imaging department every morning. These are downloaded into the patient record but are marked as being 'provisional' until they are commented on by a doctor. All results are looked at every day, even if the doctor who ordered the test is not in. All results which require urgent action are dealt with the same day. If the results are 'normal' or require no immediate action they will be left for the doctor who ordered them to comment. This can sometimes cause a delay in the results being available to patients but patients should be reassured that if any urgent action was required they would be contacted by the surgery.
- We are currently investigating whether there are ways we can use technology to pass on test results. We are looking at methods of using text messages or Patient Access. It is very important that we look at these carefully to see exactly what messages patients will receive and how these may be interpreted.

#### **6. DEXA (bone density) Scan Results**

- An attendee at the meeting asked about DEXA scan results – he commented that his wife had had a scan in June 2015 and at 27<sup>th</sup> October 2015 the results were still not available. This was felt to be an unacceptable delay.
- Sue Lees explained that bone density scans are taken at Andover War Memorial Hospital and are reported on by the rheumatology team. The surgery will feedback comments from the patient group that results should be available within one month and to ask for an explanation as to why they take so long.

#### **7. Sharing Information**

There are various ways that patient records are shared:

- Summary Care Record

Your Summary Care Record contains important information from the record held by your GP practice and includes details of any medicines you are taking, any allergies you suffer from and any bad reactions to medicines that you have previously experienced. Your Summary Care Record also includes your name, address, date of birth and your unique NHS Number to help identify you correctly.

Allowing authorised healthcare staff to have access to this information helps to improve decision making by doctors and other healthcare staff and has prevented mistakes being made when patients are being cared for in an emergency or when their GP practice is closed.

Access to your Summary Care Record is strictly controlled. The only people who can see the information is the healthcare team currently in charge of your care. They can only access your records via a special smartcard and access number (like a chip-and-pin card). Healthcare staff will ask your permission every time they need to look at your Summary Care Record. If they cannot ask you, e.g. because you're unconscious, healthcare staff may look at your record without asking you. If they have to do this the decision will be recorded and checked to ensure that the access was appropriate.

You can choose to opt out of having a Summary Care Record at any time. In that case, you need to let your GP practice know by filling in an opt-out form (PDF, 245.9kb). If you are unsure if you have already opted out you should talk to the staff at your GP practice. If you change your mind again simply ask your GP to create a new Summary Care Record for you.

- Hampshire Health Record – this is similar to the Summary Care Record but is specifically for use in Hampshire.

Launched over a decade ago, the Hampshire Health Record (HHR) is a computer system used in the NHS. It safely shares important information about a patient with those treating them. This leads to faster and more accurate care.

The Hampshire Health Record shows the medication you are currently taking, your allergies, test results and other critical medical and care information. Health and care staff can access your information if they have your permission to do so.

Hampshire Health Record is supported and run by South Central and West Commissioning Support Unit, which is an NHS body and part of NHS England. HHR is funded exclusively by the NHS and social care, and does not receive any commercial sponsorship of any kind.

The Hampshire Health Record is currently supported by many NHS organisations in the South:

North East Hampshire CCG  
South East Hampshire CCG  
West Hampshire CCG

North Hampshire CCG  
Fareham and Gosport CCG  
Portsmouth CCG  
Southampton CCG  
Hampshire Hospitals Foundation Trust  
Southampton University Hospitals NHS Trust  
Portsmouth Hospitals NHS Trust  
South Central Ambulance Service  
HDOCS – the GP out-of-hours service covering South Hampshire  
NHUC, the GP out-of-hours service for North Hampshire

- 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.

#### **8. Date of Next Meeting**

The next meeting will take place on Thursday 16<sup>th</sup> June 2016 at 1.45pm