



ALRESFORD SUGERY - PATIENT FORUM

MEETING HELD ON

Thursday 20th June 2013 at 2pm

NOTES OF MEETING

1. **Matters arising from the minutes of the last meeting held on 5th March 2013**

Shingles vaccine – a national vaccination programme will begin in the autumn. The vaccine is to be used for people over 70 years of age although the programme will initially only include those aged 70, 78 and 79. Further catch-up for other cohorts will take place over the next 2-3 years.

2. **Communication Update**

Following the survey we undertook last year a number of patients commented that they would like to receive text message reminders of booked appointments and would like to be able to book appointments online.

Text message reminders – the system is now set up to run. In order to comply with various data protection regulations patients are required to give consent to receive text messages from us and this can be done by completing a simple consent form either via our website or in the surgery.

Online Appointment Booking – this is carried out via the Patient.co.uk website. Initial registration allows patients to book just one appointment. Once this appointment has been booked the patient is required to present themselves to the surgery with some photo ID in order for us to complete their registration process. Once this has been done the patient will be able to book further appointments online and order repeat prescriptions directly from their medical record. In the first instance we are opening up blood test appointments for online booking but GP appointments will be available for online booking later in the year.

Telephone System – There was some discussion about the telephone system and the length of time some patients are experiencing in trying to get through to reception to book an appointment. It was agreed that we would review the number of calls coming into the surgery and the staffing. It is hoped that the online appointment booking facility will ease some pressure on the telephone system.

3. **Areas of Priority 2013/14**

The Patient Forum is important in allowing patients to be involved in the decisions about the range and quality of services provided. The views and opinions of the patients are crucial in guiding us to make positive changes to improve the patient experience. There was much discussion around the subject of patient care including the ability to see the same doctor of choice, involvement in decisions about care and onward referral, quality of out-of-hours care, waiting times for appointments, the triage system and access to quality health information.

A simple questionnaire will be devised to seek the wide views of patients regarding areas of priority. These will then be reviewed with a view to conducting a survey.

4. **Representation**

We continually aim to make the Patient Forum as representative as possible. We understand that the times of the meetings are never going to suit a lot of people. With this in mind we are launching a 'virtual' patient participation group. Patients will be invited to sign up via the surgery website or on forms available in the surgery. They will then receive emails from us inviting them to complete questionnaires and surveys from time to time and to offer any views or opinions they may have. This information will then be added into that gained from the Patient Forum.

5. Surgery Development

Dr Peter Stokes described the proposed extensions to the surgery building and showed the group some plans. The plans have now gone out to tender and the closing date for these is in about two weeks time. Once prices have been received we hope to be able to appoint a contractor to start work in August 2013. As with all building work there is likely to be some disruption to the surgery but we hope to keep this to a minimum with the most invasive work being carried out at weekends.

6. Any Other Business

Retinal Screening Programme – a patient reported that he was in discussions with the retinal screening service about obtaining copies of the images of his eyes. He will keep us posted! He also reported that in view of the proposed building work to the surgery that the retinal screening van will not be visiting Alresford during the construction process and this is having an impact on availability of appointments locally.

7. Date of Next Meeting

The next meeting will take place on Tuesday 24th September 2013 at 2pm.