



ALRESFORD SUGERY - PATIENT FORUM

MEETING HELD ON

Tuesday 24th September 2013 at 2pm

NOTES OF MEETING

1. **Matters arising from the minutes of the last meeting held on 20th June 2013**

Shingles vaccine – The vaccine for this new campaign is delayed. We anticipate running a vaccination programme for our patients early in 2014.

Online appointment booking – members of the Forum believe the registration process for online appointment booking to be quite complicated. We will put together an A5 information leaflet to try and explain the process in simple steps.

Telephone system – The voice message still consists of two different voices, one male and one female. We will endeavour to correct this. Telephone calls regarding prescriptions and dispensary issues are now more effectively channelled to the appropriate staff freeing up the reception team to deal with appointment issues.

2. **Surgery refurbishment and extension**

The work to provide a new consulting room, new phlebotomy room and new treatment room as well as refurbishment of the reception, dispensary and waiting areas is now well underway. At a later stage the patient entrance will need to be temporarily moved to a side entrance but provision will be made for wheelchair users. The work is expected to be complete by mid December 2013.

3. **Summary Care Record and other requests for information sharing**

This is an issue raised by a Patient Forum member. Patients have been receiving letters regarding the Summary Care Record and asked for further clarification as to its purpose as well as the opinion of the doctors at Alresford Surgery as to its value. It was explained that if the patient were to be taken to A&E (for example), the staff there would be able to access basic information such as medications and allergies from the Summary Care Record. Staff would still need to expressly request permission to access this information. Patients can opt out of sharing their medical data in this way by completing the form they received with the letter or by contacting the surgery.

The Patient Forum was also told about another request for information sharing which is not being so widely communicated. The Health and Social Care Information Centre (HSCIC). Their leaflet gives the following explanation:

Information about you and the care you receive is shared, in a secure system, by healthcare staff to support your treatment and care.

It is important that we, the NHS, can use this information to plan and improve services for all patients. We would like to link information from all the different places where you receive care, such as your GP, hospital and community service, to help us provide a full picture. This will allow us to compare the care you received in one area against the care you received in another, so we can see what has worked best.

Information such as your postcode and NHS number, but not your name, will be used to link your records in a secure system, so your identity is protected. Information which does not reveal your identity can then be used by others, such as researchers and those planning health services, to make sure we provide the best care possible for everyone.

How your information is used and shared is controlled by law and strict rules are in place to protect your privacy.

The data to be extracted from GP systems includes information such as family history, vaccinations, diagnoses, referrals, biological values (blood pressure, BMI, cholesterol etc) and all NHS prescriptions.

GP practices are being asked to publicise this but have only been given a short timescale (approximately six weeks) in which to do this before the data will begin to be extracted electronically from our computer system.

Information about this is going into our newsletter in October and is also being publicised via our waiting room information screen and posters around the building.

Patients wishing to opt out of this are advised to contact Richard Hanney, Practice Manager.

4. Areas of Priority for 2103/14 – Questionnaire

We are planning our next annual survey and to ensure we ask the right questions we need to know what our patients think should be our key priorities when it comes to looking at the services we provide. There was some discussion about this at the last Patient Forum meeting. A brief questionnaire (2 questions) has been put together and has been sent to all members of the Virtual Patient Group. The questionnaire is also available on the website and paper copies will be available in the surgery for one month.

The results of this questionnaire will be reviewed at the next Patient Forum meeting.

5. Representation

We are always looking to expand our patient groups and the members of the Patient Forum were asked to 'spread the word'.

6. Any other Business

Check-in screen – this is generally working well, although not 100% and this can cause bottlenecks at the Reception desk. There is no easy answer to this – we do our best!

Check-in screen – the old screen used to say how many people were in front. Our new system is not configurable for this at the moment but as the system is constantly being upgraded and developed this may be a feature which we can re-introduce at a later date.

Waiting Room Information Screen – there has been a comment that this is depressing and boring. We are limited in the graphical information we can use by what is provided by the company who provide the system. Unfortunately broadcasting TV, radio or DVD is prohibitively expensive for us due to the Performing Rights licences which are necessary.

Opening Hours – 'Why can't the surgery open seven days a week?' GPs are currently only contracted to provide services from Monday to Friday from 8.00am to 6.30pm. Outside these hours emergency medical care is provided by another service. We have no input into the out of hours service and the only gauge we have as to its effectiveness is the number of complaints we receive about it. The current 111 out of hours service appears to be working well locally – we have received very few complaints locally despite media coverage regarding problems elsewhere.

Date of Next Meeting

Tuesday 3rd December – 2pm