



ALRESFORD SUGERY - PATIENT FORUM

MEETING HELD ON

Tuesday 28th January 2014 at 2pm

NOTES OF MEETING

1. Matters arising from the minutes of the last meeting held on 3rd December 2013

Online appointment booking – GP appointments, blood tests and Well woman clinics are now available for online booking.

Care.Data – leaflets are now being delivered to every household explaining about the Care Data scheme to upload medical records to a central database. Patients are encouraged to read the leaflet carefully and decide if they are happy for their medical records to be uploaded.

2. Surgery refurbishment and extension

The building work is progressing and one room is now nearly ready for use. The project is expected to take until early March.

3. Patient Survey – results and action plan

The results of the recent patient survey were circulated before the meeting to give everyone a chance to read them. The results were reviewed by the Patient Forum and the following action plan agreed:

- Publish dates for evening and Saturday surgeries in our monthly newsletter and on the website
- Keep waiting patients better informed about doctors and nurses running late
- Encourage patients to plan ahead for booking routine appointments via publicity in the newsletter and website.
- Consider using web based social media (eg Facebook and Twitter) as another means to connect with patients and keep them informed about surgery news and services
- Promote online appointment booking
- Review access to 'soon' (i.e. 2-3 days) appointments.
- Consider the use of email between patients and doctors via generic email address
- Take measures to reduce DNA (Did Not Attend) rates by promoting the text message reminder service and using positive publicity to encourage attendance
- Use regular team meetings (partner, doctor, nurse, reception, dispensary and management) to review difficulties, train and make improvements.

The Patient Forum discussed the use of email communication between patients and doctors and advised caution. It was felt that email could be used inappropriately by patients and that patient expectations in terms of response times would be impossible for us to meet.

4. Developing a People Powered NHS – a report by Patricia Todd

Mrs Todd attended a meeting on 4th November 2013 entitled 'Developing a People Powered NHS' the meeting was attended by clinicians, commissioners and patients. A copy of Mrs Todd's notes from the meeting are attached to these minutes.

Mrs Todd was thanked on behalf of the surgery for giving up her time to attend the meeting.

5. Date of Next Meeting – Tuesday 6th May 2014

NHS England (Wessex)
Conference “Developing a People Powered NHS in Wessex”
held on Monday 4 November 2013 at Botley Park Hotel, Southampton SO32 2UA

1. Objective of the meeting

To develop a new People Powered Health and Care Strategy, a report, of which, will be published in 2014.

2. Organsation of the meeting - Jacqueline Cotgove, Director of Operations and Delivery (Wessex) NHS England

3. Attendance - Patients and health/social care leaders

4. Speakers - Jacqueline Cotgrove, Director of Operations and Delivery (Wessex) NHS England
Debbie Fleming, Area Director (Wessex), NHS England
Emily Carter, Regional Head of Patient and Public Services
Sarah Elliott, Director of Nursing Voice Wessex
Gill Phillips, Director, Nutshell Communications

5. Management of Day

We were all identified and name-placed at circular tables in the room. Approximately 80 people attended. At each table there was a co-ordinator to assist us with discussions and decisions. We were also given questions on screen and requested to answer via a hand-held tablet and responses were collated.

6. Key Themes from the meeting

One stop shops - Communication - one place for information, no jargon
Access to services and data
Cross reference among departments and surgeries
Access to directories
Virtual consultants
Reduction in delays/barriers to services = quality
Centre of excellence by people who use services
Impact of technology – facebook/twitter 24-hour use
Dashboard for patient website.
Using patient experience and transparency

Emily acknowledged there is no magic bullet and Healthwatch will be crucial in this situation.

7. Conclusion of meeting

Sarah Elliott stated that the Committee would be preparing a summary of the day and report to Clinical Commissioning Groups, Health and Wellbeing Board, Healthwatch, Carers Together GPs and local Councils.

There will be a follow-up meeting in nine months’ time to give feedback on action proposed.