



ALRESFORD SUGERY - PATIENT FORUM

MEETING HELD ON

Tuesday 3rd December 2013 at 2pm

NOTES OF MEETING

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

Online appointment booking – Registrations for online appointment booking have been going well. We hope to offer GP appointments for online booking in January. *Update: at the Partners meeting on Wednesday 4th December it was agreed that GP appointments could be opened up for online booking.*

Telephone system – the telephone greeting message has now been changed and is a single, female voice.

Summary Care Record and Care.Data – the government will be sending a leaflet to every household in early 2014 with information about the Care.Data extraction from medical records. The leaflet will give information about what data will be collected, how it will be used and information on how to opt out.

2. Surgery refurbishment and extension

The building work is progressing well although the schedule has slipped and completion of the project is now expected to be mid-January.

3. Areas of Priority for 2103/14 – Questionnaire

We have been carrying out a simple questionnaire since the last Patient Forum meeting. The questionnaire was available both online and in the surgery. We received 72 responses.

The questions asked and the responses are as follows:

What do you think are the most important issues on which we should consult our patients? For example, which of the following do you think we should focus on?

<i>Clinical care</i>	<i>40%</i>
<i>Getting an appointment</i>	<i>77%</i>
<i>Reception issues</i>	<i>11%</i>
<i>Opening times</i>	<i>34%</i>
<i>Communication with patients</i>	<i>31%</i>

Is there anything else you consider to be a key area of priority which we should be looking to improve?

1. clinical care 2. Communication with patients 3. getting an appointment.

Clinical care - self evident, this is what we expect anyway. Getting an appointment - difficult when many Dr's are part time. Reception issues - occasionally poor Opening times - Sat. opening would give an improvement to all patients. Communication with patients - good if Dr has been treating one over many years. Something else - present building disruption dreadful for patients and staff. Was there any consideration given to an alternative site to purchase e.g. police station opposite?

Clinical care is the primary reason for the Practice of course but the other areas listed are of almost equal importance. In that sense it is almost impossible to prioritise.

Getting an appointment - impossible

Getting an appointment - impossible! Reception issues - staff very abrupt. Opening times - not long enough or enough availability late nights/Saturdays. Longer hours for people that work and being able to see your doctor so the issue doesn't get worse and end up in A&E.

I appreciate that all patients are important, but when you have to wait a week for an appointment for a child, this is unacceptable. There have been times when I have felt I needed to book an appointment before being ill! There are also some Doctors who need to improve their manner when talking with parents and not make them feel as though they are wasting time. As someone who works with many families, the feedback we often receive is not favorable regarding some practitioners, and families then refuse to see these practitioners in the future. There are some reception staff who need to improve their communication with patients. They are the front of house, and I appreciate that the job must be at times tricky, but patients should not be felt that they are an inconvenience.

I find it ridiculous to have to wait three weeks to see my doctor of choice

Lateness of appointments.

Let people know (via newsletter etc) how you engage with the learning disabled community Eg the practice's views and input to current discussions, see: <http://www3.hants.gov.uk/learningdisabilityplan-consultation>

NHS111 etc not at all reliable or able to address problems so end up just wasting time.

Out of hours, weekend and bank holiday cover

Personally my priority for clinical care is listening to people who are patients.

Reception - on phone, impolite.

Receptions issues: new/young staff, especially confidentiality and telephone manner

Rude receptionists

would text messages be possible?

The Patient Forum discussed these comments and added some useful feedback themselves regarding availability of appointments and patient perceptions of the service offered and the following points were made:

- Immediate medical problems and long term review appointments are not a problem
- Triage nurse and duty doctor system works well
- Patients are often told 'there are no appointments this week'
- Patients are receiving mixed messages from reception and clinical staff regarding appointment availability
- There can be a problem knowing what is urgent against problems which can wait a few days.

It was agreed to conduct a full survey addressing the subject of appointment availability. Questions were agreed and include some questions about where and how patients find information about the surgery. Plenty of space should be included in the survey for comments.

4. Any other Business

- Can we advertise for volunteers to join the Voluntary Care driver team? Yes, we certainly can. We are keen to support Alresford Voluntary Care group as they offer tremendous support to our patients in getting them to appointments both at the surgery and the hospital.
- Can we publicise the dates for the extended hours surgeries each month? Yes, we can do this in our newsletter, on the waiting room screen and on the website.
- AAA (Abdominal Aortic Aneurysm) Screening – a member of the Patient Forum reported that he had heard about this screening for men aged over 65 and telephoned and made an appointment. This service is not run by us but we will obtain more information and ensure it is publicised.

Date of Next Meeting

Tuesday 28th January 2014 – 2pm