

Grange Road Medical Practice.

Minutes of Patient Forum Meeting 11th January 2012.

Attendance; Christine Boothroyd, Terry Kelly, Una Middleton, I. Middleton, Mary Jane Mitchell, Sally Pern, Dane Roberts, Jenny Roberts, Harry Robinson, Geoffrey Smith.

Apologies: Norma Atkinson, Beryl Blanks, Peter Gradwell, Roger Hamilton, Austin Price, Kathryn Ripon.

2. The minutes of the last meeting were accepted as an accurate record. Discussion took place on a range of issues. The support of patients of the practice who have no family members or support locally during severe weather had been established and Sally agreed to discuss with the appropriate patients that contact had been made.

3. The Patient Satisfaction Survey results were examined and discussed. The ease or otherwise of getting through to the practice brought a variable response from patients. The practice is to investigate costs inherent in improving phone systems and the necessary staffing implications. It was also agreed that at present the major priority must be possible increases in GP contact time. Patients would be informed, through the newsletter, of conclusions reached. It was also decided to revisit the online booking system. In general it was noted that there were exceptionally high satisfaction levels expressed by patients in almost all areas, and it was felt that more information regarding practice staff would help patients be more flexible in their choice of service. The increase in awareness of the facts that the practice had approximately 3 500 patients and varying GP timetables would, it was felt enable everyone to recognise that time pressure existed. Patients valued highly the amount of time they had at their appointment, and recognised that this time would vary between patients and doctors. This could lead to some slight delays in meeting appointment times, which was at a low level. The great majority of patients believed waiting times were good to excellent.

The skills and expertise of all members of the practice were judged to be excellent by patients. One issue raised about prescription organisation has been addressed by the practice, but this was more about informing a Nursing Home of the process. The second survey involving Nursing Homes illustrated a similar level of satisfaction but also raised issues within the areas of advance appointments, timing of visits and receipt of newsletters. These issues were being addressed.

4. Sally indicated that having completed the analysis of the survey results and listened to the comments of the panel that she would undertake to produce a draft action plan. The draft plan would be circulated to members of the panel and following comments amended so that at the next meeting a final version could be agreed. Questions were raised on how best to sample views from patients with learning difficulties, from carers and from young carers.

5. Discussion took place concerning the usefulness of producing a photomontage of practice staff. Generally this was felt to be a useful addition to the information provided by the practice. Staff would now be consulted.

6. The practice was congratulated by the panel, and the local MP for its success in reaching the final of the national General Practice Awards.

7. There being no items for A.O.B. the meeting closed after agreeing that the next meeting would take place on **Wednesday 14th March at 6:15pm**

This is a true reflection of the minutes and discussion of the patient survey action plan.

Signed:

Dane Roberts
Patient Forum lead for this meeting