

## Grange Road Medical Practice

### Minutes of Patient Forum Meeting 13<sup>th</sup> June 2012

**Attendance;** Beryl Blanks, Peter Gradwell, Terry Kelly, I. Middleton, Sally Pern, Dane Roberts, Geoffrey Smith.

#### **1. Apologies:**

Carol Campbell Graham, Una Middleton, Mary Jane Mitchell, Jenny Roberts, Harry Robinson.

#### **2. Minutes of last meeting:**

The minutes of the last meeting were accepted as an accurate record. Discussion took place on a range of issues.

#### **3. Patient Survey/Patient Stories:**

As a consequence of changes in the organisational structure Emma would not be able to attend meetings with her previous regularity. She would however be attending the Practice in September to seek patients views of the service.

#### **4. Patient Survey Action Plan**

The group examined and discussed the Patient Survey Action Plan. A third incoming telephone line has been added and on the times when the appropriate staffing are available there will be a quicker response to the telephone calls. However normal staffing levels are two responders. The infrastructure improvements required a financial outlay.

The ability to gain an appointment at an appropriate time, although drawing a high satisfaction response, was examined. The capacity and demand was examined and as patient numbers were increasing a small increase in GP session had been possible. Response to telephoned home visit requests was dependent on the information given. A heightened awareness of questioning technique improved responses. It was observed that patients were also using the emergency services more appropriately as an alternative to home visits.

The information regarding the increased availability in on-line services for appointments and repeat prescription was due to be published in the upcoming newsletter. The website had been checked and was working well and Receptionists were advising patients on the use and availability of the service.

It was intended that the July newsletter would begin the process of raising the awareness within patients to the range of skills, services and their distribution within team members. There was still discussion as to whether a photo montage was the best way forward and members felt that clearer lapel badges would possibly meet the need for identification. This should help everyone more fully recognise the range of expertise available rather than focus on the known. The possible increase in GP sessions would enable in future for more time to be allocated to nursing homes.

The low response to the alternative hours survey resulted in it not being an effective use of GP time and this was detailed within the last newsletter, and no comments have been received.

A postal list had been produced for patients without an email address to enable them to receive newsletters by post. A flyer was also being used to inform patients that they may add their name to the list, if desired.

Publicity was also being produced to advertise the locations and times of baby clinics and would be addressed shortly, again via the newsletter and posters in the waiting room.

As the appointment duration for patients with nurses varied in length there was a difficulty at present in moving the appointment system for this service on-line. An input error would produce great difficulties.

As many responses to the survey returns affected other areas, some of the areas would need to be revisited in the next survey to ensure that the improvements were working and more patients were more fully aware of the range of services.

There were no items under A.O.B.

**The next meeting will be at 6:15pm on Wednesday 12<sup>th</sup> September 2012.**