

Grange Road Medical Practice.
Minutes of Patient Forum Meeting 20th March 2013

Present; Dr G Smith, Sally Pern, Jenny Roberts, Una Middleton, Austin Price, John Scott, Iris Middleton

Apologies; Norma Atkinson, Christine Boothroyd, Terry Kelly, Peter Gradwell

Minutes from the previous meeting were accepted.

Matters arising

Dr Smith gave an update on the NHS/Government policy changes. There was a query about the Practice been sold? The tendering process may start soon as the practice contract expires in September 2013, but team aren't sure exactly what is happening? The Admin and Clerical review for admin staff continues and contracts would end by June if they were made redundant.

Action Plan and Patient Survey

Sally Pern gave an overall introduction comparing the results and comments of the Patient Survey with the previous years. The two levels of response were similar and showed a continued high level of satisfaction by Patients.

Comments by patients (very few) had been noted, see (Patient Survey) and any remedial adjustments made. However it was discussed that complaints involving Doctors and Staff must be reported at the time of the incident, to the Practice Manager so something productive could be done about it. The group felt that comments made anonymously hadn't any standing and it was hard to take any action.

Sally Pern reported there had been changes in staff but those had been managed by recruitment from agencies.

A new GP is hoped to be in place by mid summer as it had been recognised by the organisation that more GP time was needed. In the meantime locums are filling the gaps so there are enough appointments for the patients.

It was felt the present opening hours are satisfactory and scored well on the survey.

The action plan was agreed and John Scott would support the surgery with the posters and articles for the newsletter.

AOB

Repeat prescription request timings have been changed to 10am - 3pm in order to keep the response time to 48 hours and for the team to cope with the volume of paperwork each day.

The forum felt that the Practice had performed to a very high level of satisfaction to its patients throughout the winter despite the high level of illness and Doctor shortages.

The Forum members suggested that Bronia Fleet the Practices Clinical Business Manager should be invited to the next meeting.

Next Meeting - Wednesday 19th June 2013 at 6:15pm.

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

Signed:

Harry Robinson
Patient Forum lead for this meeting