

Grange Road Medical Practice

Minutes of Patient Forum Meeting Held on 9th November 2011

In Attendance:- Dr G Smith, Sally Pern, Peter Gradwell, Emma Chapman, Una Middleton, Iris Middleton, Harry Robinson, Terry Chapman, Austin Price, Mrs Black, Mr & Mrs Roberts, Victoria Back

Apologies from:- Norma Atkinson and Christine Boothroyd

1. From the previous meeting Emma and Sally had redesigned the questionnaires and sent it out for review.
2. Survey Monkey is to be used for the Patient Participation Direct Enhanced Service survey and once the Questionnaire is agreed it will be added to Survey Monkey for use in March. Both paper and e-mail will be used for the survey. The survey has had final approval this evening so Sally will distribute.
3. Emma has done some work with the nursing homes and had prepared 2 questionnaires, one for staff and one for patients, designed to get their views on the practice and how it works for them. Addison Court, Lindisfarne and Ryton Towers have been visited by Emma. Overall the results are very positive but some issues have been raised around prescriptions, visiting times for GP's and Emma is to put all results into a report for Sally. Discussion then took place on how to support patients of the practice who have no family members or support locally during periods of severe winter weather. Local arrangements with neighbours or "good Samaritans" could be fostered but direct involvement of the practice could lead to complications. Sally will find out how many patients there are in this situation and liaise with Mr Roberts as the church does have people that can help with this.
4. Victoria had prepared and executed a survey to gain information on patient's perception of privacy in the practice and awareness of the availability of a private room if needed. It was suggested that a privacy statement could be printed on the back of appointment cards and that a phone in the back room should be used when calling patients back to discuss private issues.
5. Geoff, Sally and Victoria are off to the General Practice Awards on the 16th November and we wish them well.
6. The extended hours of opening did start but has had to be stopped as the Practice don't have enough staff to cover the hours with being a small and thus the staff were working excessive hours and this was causing problems with the standard hours.
7. The Flu Day was very successful with 100 more patients than normal. All patients over 65 yrs had their pulse measured. The practice is currently at 72% of target but have been set a target of 80% although the national target is 75%.

The next meeting is on Wednesday 11th January 2012 at 6.15p.m.

Please could you let the practice know if this is inconvenient and the date could be rearranged?

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

Signed:

Peter Gradwell
Patient Forum lead member