

Notes from Patient Panel Meeting Wed 25th March 2015

Present : Raymond Davison; Joyce Bainbridge, Alf Potts, Jennifer Allen,

Apologies : Ian Davies, Jean Smith, Stuart Miller.

Notes of last meeting ; agreed.

Patient Survey & Action Plan

The results of our patient survey recently carried out was excellent. 100% of those who returned their completed forms stated that “overall” they were satisfied with the service we provide. However once again one of the main concerns is the telephone system. As a direct result of patients complaints about our current telephone system quotes for new systems were sought.

We have received several quotes recently but the quote from Active was the most competitive. This will include an extra 2 lines, call queuing and voice recording. The panel agreed that this was a good option which fits in with the practice budget. We are still under contract with our existing provider and there is a penalty to pay if we terminate early therefore our new system will be installed by 12th June.

The other main concern highlighted was difficulty in getting appointments. However we have appointed a new GP, Dr Emma Seeber who will start working with us on Monday 11th May. Dr Seebar replaces Dr Toft who left to travel the world in December.

Thanks to Ian and Jean for their part in the GP interview.

However Dr Parry will be going on maternity leave in July and we are actively trying to secure regular locum cover until her return. The panel are delighted for Dr Parry and extend their very best wishes.

The results and action plan were circulated to the group. *Attached.*

Friends and Family (F&F) Test

The results of the first 2 submissions for the year for our F&F test are very good and we are very pleased with these result i.e

How likely are you to recommend our service to friends and family if they needed care and treatment?

	January	February
Extremely likely	52%	77%
Likely	22%	15%
Neither Likely nor Unlikely	11%	8%
Unlikely	8%	-
Extremely Unlikely	7%	-
Don't know	-	-

External Signage

Finally, after long delays, our new signage will finally be erected at the entrance to the car park on 2nd April.

Improvement Grant : Unfortunately our bid for flooring for rooms 3 & 7 was unsuccessful.

Out of Hours at Riverview : This service for the winter pressures will shortly be ending.

Public Patient Involvement Meetings

Raymond wondered if there was any more of these meetings planned for the near future. Anne will find out and pass on dates. .

Practice Closure Dates

Apart from the normal bank holidays the practice will be closed on some Wednesday afternoons for protected teaching time and Anne circulated the time table for information, but the dates are listed below

Wed 15th Apr 12-5pm

Wed 17th June 12-5pm

Wed 16th Sept 12-5pm

Wed 31st Oct 12-5pm

Wed 21st Nov 12-5pm

Wed 16th Dec 12-5pm

Carers

It is important that we identify carers to ensure they get the care and support they need. At present we have 2 carers on our patient panel.

Access

The panel feel there should be a stair lift or lift to access the first floor of the building as some members find the stairs very difficult. Anne will pass this onto the partners.

Social Evening

Unfortunately it wasn't possible to arrange our regular social gathering due to holidays and illness. We might be able to arrange a new date at our next meeting.

Date and Time of Next Meeting

Wednesday 27th May at 5.30pm.

Addendums

Summary Care Records / Pt On-line Access

Just a reminder that patient summary care records will be uploaded to the spine from April 2015. This will consist of medications, allergies and adverse reactions. This information can only be accessed by authorised healthcare professionals, eg if you were to be admitted to hospital, with your permission. Anyone can opt out by letting us know. **See attached information leaflet.**

Also the same information is now available to view if you have access to patient on-line.

Friends and Family Test

Mr Davies has pointed out an error on the official F&F cards which were delivered to the surgery i.e: there is no age category for 65-74 year olds. Anne will try to find out who provided these.

