

Gosforth Memorial Medical Centre

**Patient Forum Meeting
Tuesday 28th January 2014**

Chair: Jean McCalman (PPG Member)

Lead GP: Dr Philip Taylor

Attendees:

Group Members:

**Ian McCalman, Lynda Mackenzie, Dora Reed, Steve Wootten,
Jean McCalman (Chair), Janet Devoy, Christine Gibbons, Barbara Harris,
Anita Davies, Eric Wake, Fiona Hunter,**

**Practice Staff : Dr Philip Taylor
Paula Scullion (Practice Manager)
Dee Keen (Administrator)**

Introduction & Apologies

Chair asked if everyone could introduce themselves as there was a new member Steve Wootten
Apologies as above & resignation as above

Previous Minutes –

Patient Survey to be discussed further on in the meeting.
CCG survey responded to individually

Matters Arising

None from Minutes

Items Raised by Practice

Paula informed the meeting that the 2 Apprentices were doing very well. Charlotte was currently working in reception and Kathryn was in Admin.

Fiona asked if they were going to be kept on

Paula informed the meeting that at this time she did not know and it would be reviewed later into their time. As part of the Apprenticeship they attend college once a month to complete there NVQ II training.

Paula mentioned that extra phone lines had now been installed and asked if anyone had noticed. Eric said that he had certainly noticed a difference when he had contacted the surgery. It was mentioned that this would bring more pressure on the reception staff. Paula informed the meeting that there were now 4 receptionist and 1 permanently at the front desk which should be fine but obviously during peak times it was a very busy job.

Paula asked the group if they thought having someone covering Reception at all times when staffing allowed was helpful. Everyone said yes.

Fiona added that she thought everyone should use the online service. Jean said that not everyone had access to a computer.

Paula advised the group that the Practice had bought a new hearing loop for patients with hearing aids. The Practice had asked a patient to test it to make it was acceptable and it was working very well but needed to be in close range of the conversation – Paula said when a patient came into reception and required this the receptionist would take the loop to the consultation.

Barbara asked how the electronic prescribing was working. Paula said that for the surgery it was working well but there seemed to be teething problems with the pharmacies. Patients were being asked if they wanted to use electronic prescribing. Phil informed the group that it was working well and made it a lot easier for both the Doctors and patients. Paula added that there had been issues recently Nationally when the NHS Spine was not connecting – BT had sorted this but it had impacted on electronic prescribing for a few hours.

Patient Survey – Jean asked Paula what was needed

Paula asked the group to consider

- Decide on what we wanted to get out of the questions
- Agree questions
- How to be distributed - in the surgery to give real time answers or on the website.- The group said both if possible

What did we want to find out from the survey? The group decided that access & the quality of service was important.

Paula asked the group if they thought 2 pages for the Patient Survey was adequate. The forum agreed as long as they were clear to understand.

Ian asked if the questions were specific to us – Paula said that it was very important that what we asked was specific to the surgery as we had to make sure that what the patients commented was important to their service delivery and we would endeavour to act on wherever possible.

At this point Paula and the group started going through the Patient Survey in detail and questions were amended and added accordingly.

One of the questions on the survey is to do you use the practice website?

The group felt that some people do not want to use the site.

The questions also states that if you decide that you wish to use the site then please go to the end of questionnaire and add your details.

It was decided that the Survey should focus on Patient experience both with clinicians & reception staff, the information available to patients both on the web site and in the

waiting area and access for patients via telephone online and in the Practice for prescriptions and appointments
NHS Choices – Paula asked the group if they had reviewed the site and the GP questionnaire which they said they had.
Paula asked the forum for ideas about trying to get a younger age involved within the group especially as they had received 2 resignations. The group felt it was a good idea to get different age groups involved & would consider options for the next meeting
<i>Items Raised by Group</i>
NHS database of medical information - ANITA Paula provided the opt out form & said they were available in Reception.
What facility is there for informing patients of the location of nurses when arriving for appointments? Eric raised a point concerning Sister Karen Mee. Molly had received a telephone call Dee to say that her appointment needed to be rearranged as Karen was not going to be in the surgery. However, on the day they came in for the appointment Karen was actually in the building. Paula explained that because of a family issue it had been necessary to rearrange patient's appointments. She apologised to Eric for any inconvenience.
<i>Feedback from Acorn Group</i>
Ian and Anita informed that group that My NHS Survey NE Commission. Invite on individual basis online. They mentioned a questionnaire concerning A&E and Walk-in centres. They talk about smaller groups for next year's commissioning. Two areas that would be looked at are services for mental health and the more mature patient. From their CQC meeting it was asked what to have to save. There is no new money but it was hard to find out exactly how much free money there was.
Jean asked that on the next agenda they choose the new chair.
Practice News New Registrars starting 4/2/14 – Dr Helen Jarvis – Dr Rachel Somerville-Roberts
<i>Future areas of focus</i> Results of Patient Survey
<i>Date of next meeting</i> Group agreed the date for the next meeting 18 th March 2014 at 6pm.