**PATIENT GROUP MEETING AT THROSTON MEDICAL CENTRE**

**WEDNESDAY 4TH SEPTEMBER 2013**

**PRESENT:** Ann Heppenstall Business Manager, HM Receptionist, Mrs R, Mrs Rh, Mr and Mrs J and Mrs C.

**APOLOGIES:** Dr Sian Parker, Sarah King senior receptionist, Mr and Mrs M, Mrs Ri.

Ann welcomed and thanked everyone for attending the patient group meeting today.

Everyone received the previous minutes and it was agreed that they were correct

**ITEM 3: Minutes from previous meeting**

New hospital

Mrs C made an enquiry about the new hospital; Mrs C confirmed she had not been able to provide a letter for the practice to take forward to commissioning at the present time.

Advert

Copy of weekly advert now running in Hartlepool mail was distributed, all present approved especially with Dr Timlin being on advert.

Commissioning areas

Ann confirmed that the information regarding podiatry & acupuncture had been passed to commissioning via the gp.

**ITEM 4: Doctors First Questionnaire**

Ann thanked everybody for completing the questionnaire with their suggestions

Draft version distributed which incorporated group suggestions, main areas were as follows:

The group queried the age bracket on the form suggested the change from “how old are you” to “what age are you”

Questions 1 to 8 had been amended to reflect new telephone number and appointment system – all agreed with these questions.

Agreed the rest of the questionnaire was to remain the same.

FINAL VERSION OF QUESTIONNAIRE WILL PRODUCE AND DISTRIBUTED IN APPROX 6 WEEKS TIME.

**Doctors First Update**

Ann explained that a request has been received by the practice to complete patient satisfaction surveys on the new appointment system; this is to be run over a 4 week period.

This survey comprises of 2 types of forms:

1 – on line questionnaire

2 – Paper format

These forms are returned to the system provider to collate outcome and then the results are sent to the practice.

It was discussed with the group for their thoughts around sending out a set amount of questionnaires to the patients who had used the service but did not require an appointment and how we were going to receive their feedback, the group discussed cost implications possible look at sending out in the region of 30 – 50 patients who have used the service, also to put the details of the website to access these questionnaire on line for patients.

Group discussed the problem now of running two lots of questionnaires side by side, the group came to the conclusion to run doctors first questionnaire with immediate effect for 4 weeks leave for 2 weeks then commence practice survey. Ann to implement this with immediate effect again over a 4 week period.

Ann explained that the system is working well and the surgery deals with every telephone call on that day, setbacks have been gp holidays and sickness, which can result in a longer time before patient receives call back. Mrs C suggested to ask patient to leave mobiles rather than having to wait in, Ann explained that the girls do ask the patient if they would like to leave an alternative number. Ann also explained that we do have a section on the system should a patient request a specific timed call back and the doctors do aim to meet this if possible. Mrs C asked how the doctors were coping; the doctors are working together and shearing the work load. Ann, Sarah and Dr Kishore are attending a feedback meeting at Middlesbrough on Thursday – feedback will be given at next meeting.

Ann provided group with statistics regarding patients attending the walk in centre during the practice opening hours since the introduction of the new system:

June 2012 – 221

June 2013 – 125

July 2012 –230

July 2013-177

August 2012- 230

August 2013 – 133

Figures show a reduction in attendance at the walk in centre during the hours the surgery is open.

Mrs R requested to know if any patients have left the practice since introduction of this system and if so how many, as this could also reflect in fewer patients attending the walk in centre, Ann could not provide any figures would have the information for the next meeting.

Mrs C asked if in the future the surgery could be like a small A&E, all group mentioned cost implications i.e. x-ray machines, not having facilities.

Mr & Mrs J expressed concerns what patients do who don’t have a phone, Ann explained that patient would wait in surgery and when doctor came to them on list would see them or receptionist informs gp that a patient is waiting and an appointment time is given by the doctor to come back depending on problem.

**ITEM 5 – Surgery updates**

Ann apologised that the phone lines at McKenzie house went down on Friday 30th August, BT had a major fault, Ann explained the procedures the practice implemented from our continuity plan, group were happy that all aspects had been covered to ensure patients were informed.

Ann informed group that Dr Kandikonda and Dr Viva have now left the practice both have taken posts in Middlesbrough/Stockton.

We do have a new locum Dr Godavarti and Dr Pagni is continuing to do locum sessions for the practice. Advert for replacements have been placed.

Flu plan was being discussed a surgery in a meeting today ,Ann informed group of the new shingles vaccination available from September for patients aged 70 and 79 and the new flu childhood vaccination for 2 – 3 year olds. Adverts and invites will be sent to eligible patients along with adverts in practice, on prescriptions on website in mail etc, along with a national campaign.

**ITEM 6 – Commissioning**

Critical care and emergency care – Mrs R attended one of these meetings and feedback that one of the main areas of concern was how the public were going to access a combined service out of town, they were informed that they were looking at transportation issues.

Ann confirmed no information had been received by the practice on this and to be put on agenda for next meeting.

Mrs C requested to feedback to commissioning regarding lack of staffing at northtees maternity unit Ann will forward this.

**ITEM 7 – AOB**

Mrs C informed us that her letter with the minutes still had old telephone number on. Ann apologised that this was her own letter head and she would correct this.

**ITEM 8 – Date and time of next meeting**

WEDENSDAY 4TH DECEMBER 2013 12.30 – 2.00PM AT THROSTON MEDICAL CENTRE