

## Stanley Medical Group

### Minutes of Meeting Patient Focus Group

8<sup>th</sup> December 2010

**Present:** *Patients:* Neil Bankhurst, Christine Blackburn (**Adverse Weather Conditions**)

*Staff:* Sue Elsbury – Practice Manager (chair)  
Dr John Bisson – GP  
Lynne Howarth

#### Apologies:

1) **Review of previous actions:**

**Ownership of meetings** – deferred to next meeting in view of low attendance.

2) **Appointment system** – we discussed the decision to revert back to the non-triage appointment system however we are still offering patients the choice to book a telephone appointment. We are also reminding patients of the Nurse Practitioner facility.

3) **DNA's** – Our Did Not Attend (DNA) rate was discussed. Approximately 1000 per year, totalling 166 Hours. This was a combination of nurse and GP appointment however the cost of GP time alone was in excess of £6000. The patient representatives agreed that the practice should adopt a policy of 5 DNA's then the patient should be removed from the list. Perhaps a warning after 4. By comparison, this would have affected 86 patients in the last 12 months. We agreed to implement this wef January 2011, starting with a clean slate for everyone. This will be advertised on our newsletter and plasma screen

4) **Texting Patients** The practice now has the ability to text patients. Initially we would use it to confirm appointments at the time of booking, and also to remind the day before. We may use the facility to inform of test results however this will be discussed within the forum at a later date. Patients can 'opt out' of this service. It was noted that the system was for information purposes and the patient would NOT be expected to text back, as a way of communication.

5) **Patient education and self care.** Dr Bisson asked for ideas for ways of promoting patient education and self care. Better use of the website, with links to specific websites was agreed. Also better use of plasma screen, utilising the video links provided by Jaxex / NHS Choices. SE to bring examples to a future meeting

6) **What patients want from a website** – we are in the process of changing the appearance of our website therefore asked for some advice on what patients would like to see. The facility to order a repeat prescription was very useful therefore should continue. Happy with content.

**7) AOB –**

*Future meetings.* We agreed to invite specific groups to attend the meeting to inform of their service, and how it can assist our patient population. This would be an open invitation for any patients to attend, and would probably take up half of the meeting. Suggestions for the types of service were: MIND, Alternative Therapies, Alzheimer's Society, Welfare Rights. SE to arrange and inform forum and other patients.

*Room Bookings in SPCC* – it was noted that the charge for rooms for charity organisations meant that some groups no longer carried on therefore it was suggested that the Dr Bisson / Sue alert the PCT of this, with a view to agreeing that a % of the time could be allocated free to certain groups. SE to write to PCT estates.

**8) Date and Time next meeting –**