

The Haven Surgery Patient Forum Meeting - 15/11/2012

Present

Staff Members:	Dr R Miah, Kim Beedham, Heather Prestwich
Forum Members:	Dianne Emerson, Ronald Evans, Diane Lane, William Stobbs and Dennis Dunn
Apologies:	Janet Box, Henry Barron, David Reid, and Julie Savage

Minutes

Patient Survey Results

The group discussed the results of the recent 2012 Patient Satisfaction Survey.

Overall the practice achieved 91% of scores with a rating of good, very good or excellent. However, the following areas achieved slightly below the national average:

- See practitioner of Choice
- Complaints/Compliments
- Second Opinion/Compulsory Medicines
- See Practitioner within 48hrs

The practice retains 33% of their appointments to enable patients to book on the day of clinic, and offer advance appointments for all clinicians. Patients who can't book an appointment the same day are also offered a telephone consultation. Therefore the practice felt that appointments are always available, and patients can choose a preferred clinician. However, this obviously wasn't perceived by patients. Therefore the group discussed idea for improvement, these included the following:

On the 1st December 2012 the practice will commence using the SystmOnline functionality. This will enable patients to book routine appointments online. Consequently seeing available appointments for all clinicians for the following 2 weeks, and allowing a choice of appointment date, time and

clinician. This functionality also includes the ability to request repeat prescriptions online. Reducing the number of calls into the surgery, and consequently improving telephone access.

The forum members agreed to test the service prior to go live, and took user names and passwords

Dianne Emerson has kindly volunteered to help the practice to get the Jayex Media television screen up and running, which could be used for advertising and patient messages. Once the software has been installed, KB will arrange training.

Dr Miah will be updating the practice website shortly.

KB has provided information to be included in the Burnhope Wheel regarding Online booking, winter pressures, and Christmas Opening Hours.

Any further ideas of improvement should be forwarded KB or to the practice generic email address (see below).

RURILITY DETERMINATION

Dr Miah updated the group on the progress with the rurality determination for Burnhope Village.

The practice received a letter in September from the Primary Care Services Agency (PCSA) stating that they planned to review the area of Burnhope to determine whether it is a controlled locality. The practice was given a period of 30 days to respond with their representation.

Using information, advice and support that was collated through previous meetings with the group, the practice has produced their response, which was reviewed by Dr Miah's solicitor before submission.

Copies of the practices response has been shared with the forum members for information.

As soon as further information is received from the PCSA, the practice will update the group members.

WINTER PRESSURE SCHEME

In order to reduce pressures on local health services during the winter months, The Haven Surgery will be participating in a pilot 'Winter Pressure Scheme', which will run from 3rd November until the 24th of February.

During this time, the practice will be offering limited pre-bookable appointments on a Saturday and Sunday, which can be arranged during the week in the normal way.

Patients will not be able to contact the practice in the normal way on a weekend.

Urgent enquires should still be made via the 111 service. Clinically appropriate patients will be re-directed to the practice.

RESEARCH UPDATE

The practice is continuing to participate in Research studies that are appropriate to the practice population. A number of studies have been completed since March, with four studies still underway.

FUTURE MEETINGS

It was agreed that email communication would be effective for the majority of the group, therefore those members will email addresses provided them for future use.

It may be possible for a 'virtual' group to be formed at a later date.

In order for members to communication with the practice for non-clinical issues relating to the patient forum, members can use the practice 'generic' email address. The email address is cd-pct.havensurgery@nhs.net

ANY OTHER BUSINESS

DNA's (Did Not Attends)

WS enquired whether the practice has problems with patients not attending for appointments. Previous audits have indicated that approximately 12hrs of clinical time is wasted each month, when patients do not attend.

It was agreed that new posters should be displayed to remind patients of this. Information could also be included on the media screen.

NEXT MEETING

Thursday 17th January, at 1pm – The Haven Surgery

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