The Haven Surgery Patient Forum Meeting - 12/12/2013

Agenda

1. Welcome and Apologies

2. Minutes from the Last Meeting

3. Patient Survey Results

4. Repeat Prescribing Requests

5. SMS Text Messages

6. Productive General Practice

7. Health and Wellbeing Board (Feedback)

8. Care.data Programme

9. Any Other Business

Present

Staff Members:	Dr R Miah, Dr Prestwich, Kim Beedham, Marion Punton, Susan Lightfoot, Carole Nicholson, Victoria Morris
Forum Members:	Diane Lane, Janet Box, Harry Barron, William Stobbs, Ron Evans
Apologies:	Dianne Emerson

Minutes

Welcome and Apologies

Minutes from the Last Meeting

Minutes from meeting held in October 2013 were accepted as a true recording of the meeting.

Patient Survey Result

To follow on from previous year's results one of the actions was for staff customer training which has now been carried out by all staff.

Overall the Practice continues to do very well and score well in most areas. Areas which we were slightly low on were discussed with the group. The group wondered whether some of the questions on the questionnaire were practice specific and that could be interpreted differently and as to whether it may be appropriate for the Practice to conduct their own survey and compare results.

One of areas for improvement from this year's survey was seeing a practitioner of choice.

Action:

The Practice is currently open on weekends where we have a male GP most Saturdays. Also to advertise on day telephone appointments available through the Jayex Screen for patient information and to advertise in the Burnhope Newsletter for online appointment bookings, this hopefully will encourage patients to book online appointments with a GP of their choice.

Repeat Prescribing Requests

As from the 1st February 2014, the Practice will no longer take repeat medication ordering over the telephone. Patients can reorder their medication by dropping the repeat slip into the surgery either by hand or through the post, also by fax or online ordering. Notices will be displayed in the waiting area and information slips will be given out with all medication orders.

SMS Text Messages

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SMS text reminders are now sent when a patient makes an appointment at the Surgery. A reminder text is sent to patient 24 hours before appointment. This will hopefully reduce 'DNA' appointments.

Practice staff need to remember to untick the SMS box for certain appointments which are made e.g.Bloods/INR/telephone calls.

Productive General Practice

The Productive General Practice programme is designed to help general practice continue to deliver high quality care whilst meeting increasing levels of demand and diverse expectations. It helps practices to put the patient, clinician and practice team at the centre of improvement to create a timely, appropriate and dependable response to patient needs. Implementing the programme will engage all staff in the practice in improving their work processes, making it possible to release time to invest in improving patient outcomes and staff wellbeing. This is an 18 month programme which all staff are to be involved.

Health and Wellbeing Board (Feedback)

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Diane Lane, William Stobbs and Janet Box attended the above event from our Patient Forum Group. All members had very positive feedback from this event and found it very educational and informed the group that it had been very well supported (approximately over 200 attended) by GPs and other Patient Forum Group members.

Care.data Programme

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NHS England is commissioning a modern data service from the Health and Social Care Information Centre (HSCIC) on behalf of the entire health and social care system. Known as care.data. It is a modern data service being developed for the NHS that will provide NHS organisations and researchers with accurate information which will change the way we care for and treat people and continuously improve the services offered. Guidance will support General Practices by explaining how patient information will be collected, anonymised and used by commissioners so they can better understand the true outcome of care provided to patients and continuously improve health services for all.

The identifiers to be extracted are: NHS number, date of birth, postcode, and gender which will allow patients' GP data to be linked to their hospital data. No free text will be extracted, only coded information about referrals, NHS prescriptions and other clinical data. Patients will be given a choice to opt in or out.

Any Other Business

Janet Box informed the meeting that she is a member of the AAP Area Action partnerships. (AAPs) are a key way of engaging with both local people and other organisations and partnerships that operate within the area. The main priority of the AAPs is to ensure action is taken to deliver quality, cost effective services that will meet the needs of the local area.

Silvertalk

Janet discussed with the group services such as Silver Talk which is a telephone befriending service that enables older people (anyone over 55) to connect for regular social telephone conversations. The people who make the telephone calls are all friendly, fully trained, Police checked volunteers who are able to chat about anything. As well as providing regular social contact, Silver Talk offers helpful links to other organisations who can help with a variety of issues that will help older people to live independently in their own homes with confidence.

Healthy Horizons

Another group discussed was Healthy Horizons. The Healthy Horizons project delivers physical activity sessions in community venues across Durham and Chester-le-Street and Derwwentside for people aged 40 and over who are either not active enough, overweight or have a family history of cardiovascular disease or type 2 diabetes.

Healthy Horizons is delivered in partnership by DCC Culture and Sport, Leisureworks and Age UK County Durham.

Action: Kim to include the above in March newsletter for information to our patients. ?NHS Health trainer to attend next meeting

Next Patient Forum Meeting To Be Agreed

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