

Minutes of Patient Reference Group held Monday 7th October 2013 12.30pm

Present: Dr Rupert Crispin, Julie Craig (Practice Manager), Jane Robinson (Data administrator)

The meeting was attended by 24 patients.

- Dr Crispin welcomed everyone to the meeting, thanked them for coming and stated how good it was to see a lot of new faces.
- Some of the patients commented that they were unaware that these meetings had been held before and that the Practice may need to look at trying to get this message out to more patients.
- Dr Crispin introduced Julie Craig as the new Practice Manager who has been in post since 1st May 2013.
- Dr Crispin reported that the Practice also has a new Partner, Dr Ben Arnold, who started on 1st October 2013. It is hoped that an additional Partner will help with the increase in patient list size and provide better continuity of care for patients instead of using locums.
- Julie Craig reported that the Practice will be getting a new phone system in January 2014 as the current contract expires. The new phone system will give the Practice the ability to provide a queuing system so patients can make an informed decision (i.e. number 1 or 6 in the queue) whether to call back later or wait. There will be no change of phone number and the new system will have the ability to inform patients of alternative ways of contacting the surgery i.e. online booking & cancelling of appointments and requesting prescriptions. Any suggestions regarding the new phone system and what it should or shouldn't do should be forwarded to the Practice Manager.
- Dr Crispin updated the group regarding the housing developments in the area. The Practice is expecting to see a 600-700 increase in patient list size as a result of the current housing development in Green Lane. The increase so far is 170. The Practice has created a new consultation room and taken on a new Partner to help cope with this increase in list size but has not received any funding from the developers as yet. Julie Craig attended the Parish Council meeting last week which was also attended by an East Hants District Council representative and he assured the Practice that the first payment would be made shortly. However this payment will need to be paid by the 2 developers to East Hants District Council who will forward the money on to the CCG. The Practice will then need to apply for the funding providing details of where the money will be spent. Approximately £10,000 has been spent so far on creating a new consultation room and changing the waiting room chairs so they are compliant with infection control guidelines. Other areas that the Practice hopes to spend further funding on, once received, are a new patient call system to include all Partners and Nurses. Also a self checking in system to reduce queuing at reception. One patient expressed disappointment that the Practice was no further forward as he remembers listening to pretty much the same comments last year and still funding has not been received. Dr Crispin reported that the Practice is concerned about further development in the area but should be able to cope with a patient list size up to 9000. Patients who live between Horndean & Clanfield can go to either surgery so when patients move into these areas some register with Horndean as it is closer for them.

- Dr Crispin reported the following actions following the last meeting:
 - The seating in the waiting room has been replaced with wipe clean surfaces.
 - Online access to booking and cancelling appointments, and online repeat prescription requests will soon be available. Patients can register for this service now.
 - A suggestions notice board was suggested at a previous meeting but it was felt that a suggestions box would be more suitable. This would be available to all patients to make comments without the need of having to attend PRG meetings or speak to the Practice Manager.
 - Photo board showing key staff – Julie is in the process of getting this set up. It will also be made available on the website.
 - Disabled access through main doors – this will be addressed but relies on some of the funding from the housing development.
- Patient surveys – Dr Crispin reported that the practice wishes to get feedback from patients regarding the following areas:
 - Accessing out of hours services – the practice would like to know how much patients know about who to turn to when the surgery is closed and how the practice can help patients be better informed about this.
 - Satisfaction with consultation for Doctors and Nurses – Doctors need to do this as part of their annual appraisal & revalidation every 5 years. It is also very good for self reflection. Both Dr Crispin and Dr Arnold have been revalidated but Dr Cox and Dr Purnell are due to do theirs over the next few years. The Nurses do not currently need this but it is good Practice to get feedback from patients and work with it.
- Patient comments
 - Posters – a patient highlighted that the notice boards were over filled with difficult to see information and need to be culled.
 - Website – some patients were not aware the Practice had a website until the text came through about the PRG meeting. The content was felt to be good but the print size too small.
 - A request was made that the chemist email the patient when their medication is ready to collect. Julie to discuss with Rowlands.
 - The pharmacy opening early when the surgery holds early morning surgeries was discussed. This is down to the pharmacy but is not expected to change as the cost of opening early would outweigh the number of prescriptions they would dispense during this time.
 - A patient enquired whether the Practice website holds information about travel vaccinations and if there are any charges for them – to be confirmed.
 - Are patients entitled to a free tetanus booster every 10 years? Yes they are but if the patient has already received a number of boosters in their lifetime then it is not considered to be necessary unless an injury has been sustained. If there is any doubt a booster will be given.
 - Plastic numbers – Julie confirmed that these are regularly cleaned but will no longer be required once the new call system is in place.
 - An enquiry was made as to whether the Practice is aware of any pockets of poverty currently in Clanfield and whether this is increasing. Dr Crispin reported that he has had one request from a patient regarding food banks and he referred him to the Petersfield one.

Donations to a food bank can be made at Merchistoun Hall, Horndean but it is uncertain how people actually obtained food from them.

- Will the Practice open on Saturdays? – Dr Crispin reported that there has been a recent government proposal for Practices to be open 8am to 8pm seven days a week. However this is unlikely to be workable with the current staffing and GP levels. The out of hours service already uses a number of local GP's and has difficulty covering all their sessions. Dr Crispin thinks it is more realistic for GP Practices to return to the co-op system. Feedback was requested a while ago about whether to replace the early morning surgeries with a Saturday surgery but the majority of patients felt that the early morning surgeries were better.
- Private providers of primary care such as Virgin – Dr Crispin commented that inner city areas seem to be more at risk as they are less well served by General Practice. Often private companies eventually realise there is no money to be made and then withdraw again.
- Partnerships – Dr Crispin confirmed that Dr Arnold has made a firm commitment to the Practice and will be a full Partner including owning part of the premises. This is getting harder to achieve as new GP's do not necessarily want or cannot afford that level of commitment in the current climate.
- Blood tests – patients often experience a 2 to 3 week wait for a blood test appointment. It was explained that this is not a service provided by the Practice but run by Southern Health and held at the surgery. This helps patients as it stops them having to go to Waterlooville or Petersfield for their blood tests but the Practice has no control over how many clinics are held here even with an increase in Practice list size.
- Patients are advised to book an appointment 2 weeks after having a blood test – Dr Crispin reported that the result is normally back within 2-3 days but that Reception allow longer to be on the safe side. Jane confirmed that the QOF letters do say 2 weeks but this is to ensure the results are back.
- Does the hospital communicate with the Practice? Dr Crispin reported that discharge summaries from the hospital often arrive at the Practice long after a patient has been discharged which is why it is useful if patients bring their copy, if they have one, with them. The Practice is just starting to receive discharge summaries electronically which should be sent on the day of discharge. At the moment the Practice is receiving 1 or 2 a week.
- Clock for the waiting room requested.
- Dr Crispin confirmed that double appointments are still available for patients who have a number of different issues or have a complex matter that needs more time. Patients may be seen with more than 1 issue at a time but this is at the Doctors discretion and normally depends on the complexity of the issue.
- Julie reported that the average wait for most GP's at the Practice is 7 to 10 days apart from Dr Purnell who tends to have a longer wait due to him running the minor surgery service. One patient reported that he was aware of a Practice in Chichester who has a 5 week wait for a GP

- Dr Crispin and Julie confirmed that this is not really surprising as they are aware of other Practices with similar waiting times for appointments.
- Dr Crispin reported that there are a number of different ways of managing appointments. Some practices use a book on day only system but this does not allow patients to book any appointments in advance. Some of the larger Practices are using a GP to triage every request for an appointment.
 - Julie confirmed that for any Practice the complaints procedure would be to complain to the Practice Manager first. Following this a complaint can be made to the local CCG and then the Parliamentary Ombudsman.
 - Dr Crispin confirmed that there is not a mental health nurse attached to the Practice but they do have reasonable access to the Petersfield team. The elderly mental health team do hold a clinic at the Surgery once a month for Clanfield patients as well as other local surgeries patients. Julie will check to see if this information is on the Practice website although referral from a GP is required.

The meeting was brought to an end at approximately 2pm.

Dr Crispin thanked everyone for attending and confirmed that the minutes will be available on the website.