

DUNSVILLE MEDICAL CENTRE

Minutes of the Patient Reference Group

Held on 14 January 2016

Surgery Representation

Dr David Gibson - GP

Paulette Davies – Assistant Practice Manager

Joan Wright – Practice Manager

Members present

Michael Jackson – (minutes)

Glenys Wall

Philip Ball

Gary Shinn

Geoff Letten

Pan Mclay

Janet Robinson

Eva Stinton

Brian Ross

Glenys Wall

Frank Jones

Apologies

Lee Pitcher

Mark Goulden

Yvonne Goulden

Sidney England

Brian Jackson

Lynn Wilkinson

1. Actions from previous meeting

There were no outstanding actions from the previous meeting.

2. A Typical month at the practice.

PD gave a presentation regarding the number of appointments, triage, prescriptions and test results that the practice deals with each month. The presentation is attached to these minutes.

The group noted that during December there was around 1,070 available appointments (214 per week) however 60 patients had failed to turn up for their appointments. The group noted that in reality this simply meant that 60 appointments were not available for other patients during that month.

PD explained that if there was a genuine reason why the patient failed

to attend this did not present a concern to the practice. If a patient failed to turn up the patient is contacted by the practice to inform them they had missed the appointment, if they fail to turn up a second time (within a 6 month period) a formal letter is sent advising the patient that failure to attend a third time, (within 6 months) may lead to them being removed from the practice.

The group thanked PD for the presentation.

3. **Patient Survey**

The practice conducted a patient survey in 2013 and intends to conduct a second patient survey during 2016.

A discussion took place on how best to reach the different demographic spread of patients. Specifically how to engage younger patients.

A number of views were expressed including the use of technology and social media, physically visiting various groups, (such as mother and toddler groups) as well as links to the survey on the web site and simply giving a paper form out to patients visiting the surgery.

It was felt that the survey should be kept short, and should complement the 2013 survey to measure any trends in satisfaction.

It was agreed that a sample set of questions will be developed and circulated to the Patient Reference Group for comment and agreement prior to launching the survey.

4. **Changes to Staff**

The group was informed that Angela Taylor has joined the practice as an additional practice nurse. Angela started in January and following the formal induction process will work mainly mornings from mid January 2016.

5. **AOB**

For information – it was noted that the challenge for 2016 included the development of **weekend provision of GP services**. Exactly how this will be implemented is still being worked on. The Patient Reference Group recognised that people who worked during the week may struggle to attend the surgery during working times however was concerned that no real demand had been shown to support the weekend opening initiative.

The 'Out Of Hours' service was discussed, essentially since the responsibility for providing out of hours GP services had been removed from GPs, the various national, regional and local initiatives have probably only confused the situation.

PD reminded everyone that anyone who rings the practice telephone number (01302 890108) when the surgery is closed will automatically be put through to the out of hours service.

Recognising that 'Out of Hours' contact information is available in the practice leaflet a suggestion was made that the leaflet is updated to ensure this is easy to find, and, when updated, a message is published on the electronic noticeboard for patients to pick up a new leaflet.

Having a **disabled parking space** and disabled access to the building is welcomed, however it was suggested that the disabled space is not wide enough to fully open a car door, if a vehicle is parked in the adjoining space. The practice agreed to review this and report at the next meeting.

A question was raised regarding the practices policy on **10 minute appointments**. This is highlighted when booking an appointment via the internet and it was felt could be quite limiting.

Time allocated to each patient seeing a GP can vary depending on the complex nature of the consultation. Providing patients do not attend the consultation with a list of conditions, 10 minutes should be sufficient for a consultation.

Obviously there are exceptions to this, and patients are requested to be patient if they are kept waiting for their allocated appointment time due to a consultation running over the allocated time. Equally, if the GP considers the patient requires more consultation time, the consultation may be cut short and the patient asked to book a future appointment. This is to ensure other patients are not kept waiting.

6. **Date of Next Meeting**

Spring 2016