

DUNSVILLE MEDICAL CENTRE

Minutes of the Patient Reference Group

Held on 14 July 2016

Surgery Representation

Dr David Gibson - GP

Paulette Davies - Assistant Practice Manager

Members present

Michael Jackson - (minutes)

Geoff Letten

Fred Fielden

Janet Robinson

Philip Ball

1. Actions from previous meeting (held on 14 Jan 2016)

1. The questions for the forthcoming patient survey was circulated for consultation prior to the meeting.

2. The disabled parking space at the rear of the building has been widened to allow easier access for passengers accessing their cars.

2. Proposed Survey - 2016

A general discussion regarding the proposed survey took place. The general feeling was that the questions, circulated to the group for consultation, would provide a good comparison with the previous survey (in 2014) allowing the practice to see any change in patients satisfaction with the practice.

It was noted that the web address identifying the practice web site need to be updated reflecting the new web site address.

An additional question is to be included in the practice asking patients if they have ever had problems cancelling appointments that are no longer needed.

The survey will be edited to include the above question and then published for patients to complete.

Once the survey is complete the results will be collected and discussed with the group.

3. Staffing changes

Dr Alla (GP Partner) will be leaving the practice on 31st August 2016

Dr Jenni Walmsley will be commencing as a salaried GP from 5th October 2016, with a view to becoming a partner in the coming months.

Dr Rehanna Chaudhary is to undertake regular locum sessions from 7th September 2016. Dr Chaudhary is well known to the practice having worked as a regular locum for the practice previously in 2014/2015.

The practice is appointing an apprentice HCA from 19th September 2016. She will do an

18-month course with time spent in surgery. The practice hopes to develop both health care assistant roles in the near future

4. **Appointments**

It was noted that there appears to be a perception that Dr Mohan has limited availability for appointments, however the practice confirmed that Dr Mohan has the same availability as the other Doctors.

Following a question the practice confirmed that although the ability exists to block some appointments from being booked on-line, this is not yet activated so most GP appointments are available to be booked on-line.

General comments received from the group included:-

when being discharged from hospital with a recommendation to review the condition within 2 days by the GP, can prove difficult to get an appointment.

The 111 service can appear to be very risk adverse, advising GP or hospital contact fairly quickly.

Noted that the out of hours service includes a nurse led triage function to identify severity of conditions. This may lead to a nurse practitioner, GP or hospital referral outcome.

5. **Any other business**

Dr Gibson advised the group of an initiative currently under way regarding changes in General Practice recognising the shortage of GPs and nurses in the area. The new initiatives include the options of practices sharing staffing, using physiotherapy services as one example where the physio could visit the surgery each week for a dedicated physio clinic within this service being shared across a group of practices.

6. **Time and date of next meeting.**

To be arranged