

Minutes from Patient Focus Group meeting held on Saturday 19th October 2013.

Present

Radka Pelendrides	Practice manager
Helen Pelendrides	GP
Goran Jolic	GP
Wendy Cousins	Nurse Practitioner
Annette Archer	Patient representative
Noel Chaney	Patient representative
Anna Michaelides	Patient representative
Michael Nevrides	Patient representative
Rositsa Komitska	Patient representative
Vasilis Boyiadji	Patient representative

- 1 RP welcomed the group and introductions were made.
- 2 RP outlined the purpose of the group as being an opportunity for the patients to be involved in improving the services the surgery offers. The group has been established for approximately 5 years. The purpose is also to communicate and feedback to other patients, information provided at the meeting. The membership of the group changes as commitment from individuals is difficult but it was agreed this is not an issue. There are at least 2 members that attend each meeting.
- 3 RP gave an update of changes within the practice since the last meeting. They are as follows:
 - Classic FM now playing in upstairs waiting room to facilitate confidentiality from the consulting rooms as it was identified conversations could be heard.
 - New electronic BP machine in the down stairs waiting room. This will enable patients to come and take their blood pressure and check their height and weight ratio (BMI) without seeing the doctor. Tokens for the machine are available from reception. It also helps to save time during the consultation if blood pressure is recorded prior to seeing the doctor or nurse.
 - There is a new electronic checking in machine. The also displays other health related information for patients to read whilst waiting to be seen.
 - There has been a change to the way patients can obtain their repeat prescriptions. It can be done electronically by nominating a local pharmacist. The prescriptions are then sent through without the need for patients to attend the surgery. Further information is available from reception or the local pharmacies.
- 4 WC gave an overview of the last patient satisfaction survey result. This was generally very positive with the surgery scoring high in all clinical areas. A copy of the full report is available on the website; www.evergreenhousesurgery.co.uk . During this discussion some of the group members raised an issue about the length of appointment times. It was confirmed these are 10 minutes but if a patient has complex needs; double appointments could be requested. It was agreed that the surgery would need to raise awareness of this amongst patients; especially for those that attend with multiple problems.

- 5 The next survey is due in December. The group were asked if they felt any changes to the questions were needed but feedback was to leave it as it is. A question asking if patients were aware of the 111 service which started in April of this year was going to be added.
- 6 A Clinical Commissioning Group (CCG) update was given by HP. The group was informed about the financial deficit the CCG faces and ways in which savings could be made. Using services locally and directing more patients away from the acute services to be treated in primary care. Leg ulcer care, a new urology service and seeing ENT patients locally were amongst the services being developed. There is also a 24 hour district nurse availability through 111. This will ultimately help with the 4 hour waits in a&e.

The group was informed that we would like to hear about their experiences either positive or negative. How were they treated, waiting times etc at any hospital appointments.

7 A.O.B

- There are a number of changes to the national immunisation programme. This includes the introduction of a rota virus vaccination for babies and a shingles vaccination for those aged 70 & 79. Children aged 2 & 3 were also being given a nasal influenza vaccination. Pregnant women were still being offered pertussis and influenza also.
- The mobile messaging service does not appear to be working at the moment; RP to investigate.
- A comment was made about how long patients are kept waiting at reception. This was partly due to patients asking the reception staff to fill in repeat prescription forms. It was agreed this should be done by the patients themselves.
- During a discussion about screening, the meeting was advised that there is no evidence that it is necessary to screen people younger than the age currently recommended nationally and that it may be harmful to do so. ie over exposure to xrays etc. The discussion also extended to patients wanting to be seen as a priority because they had been registered at the surgery for many years. HP informed that regardless of length of registration; all patients were treated equally.

There were no other agenda items to discuss and therefore the meeting drew to a close.

The group was thanked for their time.

Date and time of next meeting to be confirmed