

# **MINUTES OF PATIENTS' CONSULTATIVE GROUP MEETING**

## **THURSDAY 14<sup>th</sup> April 2011**

**Present:** Dr Sanderson, Dr Lyell, Tracy Keogh Practice Manager, Noel Urwin, Vera Vipond, , Robert Burtwell, Martin Fidler, Sharon Vipond, , John Thirkell, Brian Mathews, Linda Oram, Biman Ghosh

**Apologies for absence:** Dr Cockell, Dr Jasper, Dr Cashman, John Beardsall, Simon Brown, Kate Dawson

**Minutes of last meeting:** Approved

**Matters arising:**

### **General Practice Profile 2010**

- Dr Lyell gave the group an overview of the profile and the performance, the group agreed to look at certain areas rather than going through each of them. The areas that were raised were booking appointments with the practice nurse – even though we had improved from last year we explained that we had 2 part time nurses one went on maternity leave and has since left the practice and 1 was on long term sick leave, but we had since employed a Health Care Assistant which has helped the nursing team with appointments. Phoning the surgery to speak with a GP again we had improved on last year but Dr Lyell explained that if patients wished to speak with a GP they can ring the surgery and leave a message, the GP will call them back after surgery.
- Booking Appointments – this year we had not improved on patients able to see a doctor within 48 hours and booking an appointment in advance – Dr Lyell explained that we had taken comments on board from the previous survey and had invested on a new telephone system along with patients being able to book on line for their appointments. Dr Lyell did explain that we are limited on space at the surgery.
- Prescribing – Group wanted to know what STAR-PU meant – Dr Lyell explained that this was a DOH wording, which ensures that comparison of prescribing between practices is not affected by the different age/sex distribution in different practices.

### **Members Experience:**

- Welcome to our new members Mrs Linda Oram and Mr Biman Ghosh
- On line booking confirmation – it was raised that when booking online it does not show that the booking is confirmed until you go back to the home page – Tracy will look into this.
- Patient Group Member felt that the treatment at the surgery has been excellent, she felt that it has been easy to book an appointment and this was one of the reasons she did not wish to change surgery/move away.

- Croydon Health Services (Mayday) – question was raised relating to the Choose and Book and whether we had access to the results from the hospital. Dr Lyell explained that on the PAS system we can only see very limited information. A further comment was made about the cancellation of appointments, Dr Lyell explained that the hospital does have the right to cancel appointments but if you are having particular difficulties Laura the secretary may be able to assist you further.
- Summary Care Records – Dr Lyell updated the group that at present we have not uploaded any information to the spine. We understand that this has been put on hold at present and we do not have a date as yet. We can confirm that the only information that will be sent is your name, address, date of birth, medication and any allergies.
- It was requested that when the newsletter is sent out to the group if this could be a PDF file in future.
- IAPT Survey – Tracy had sent the group the survey to fill in, some of the group felt that they were unable as they did not have personnel experience to make a comment, some felt that the form was too long and not aimed for a lay person to fill in. Tracy has requested feedback good or bad so she is able to compile a suitable response on behalf of the surgery.

### **Practice Developments:**

- Tracy asked the group to have a look at our website for some feedback – good or bad – [www.farleymedical.co.uk](http://www.farleymedical.co.uk)
- 2 of the Phlebotomists that currently take the bloods for the patients are being trained in taking Blood Pressures as well, this we feel will be easier for the patients and will free up extra appointments for the nurses.
- Docman – we have now gone live with EDT – Electronic Document Transfer – this will now enable Croydon University Hospital to now send us the discharge summaries the next day rather than having to wait sometimes for up to 2 weeks through the normal post. This will also be rolled out to St Georges Hospital and St Helier.
- Purley Hospital – On Monday 11<sup>th</sup> April Purley Hospital opened a walk in centre which will be manned from 8am – 8pm 7 days a week. The centre will be for minor illness or urgent medical problems such as a sprain, cut or simple limb injury that is not life threatening but requires urgent attention.
- Tracy has asked the group to have a look at the Practice Survey that we did last year. Tracy has requested that the group have a look at the questions and to let her know if they wish for any of the questions to change by May 16<sup>th</sup> please.

## **NHS Changes:**

- Croydon PCT - alot of the staff have either left or have take voluntary redundancy, some of the staff have moved to Wimbledon which will now be know as South West Sector. These roles will now be working in conjunction with the 2 consortiums in Croydon.
- Croydon Healthcare Consortium – Tracy has given the group a PowerPoint presentation informing us of the values and priorities which the consortium will be working on. Tracy has reassured us that she will keep the patients involved by way of newsletters and the website.
- Mr Urwin presented to the group a list of questions that he felt could be addressed relating to the consortium. Mr Urwin asked “How is the consortium governed ie is there a board and is it constituted” Dr Sanderson explained that the board had been elected now of which there are 7 clinicians. “What was a Pathfinder “ this is a consortium that has been put together to shadow the PCT. “Are there any proposals for involving the public in running the consortium” Yes patients will be involved. “How will the consortium continue to develop the shape of local services” By working alongside other agencies

## **Any other Business**

- Dr Lyell advised the group that it is important for the protection of our local hospital that it becomes a foundation trust, and would encourage patients to become a member of the trust. Please click on the link below <http://www.croydonhealthservices.nhs.uk/getting-involved>

**Date of next meeting - Thursday 7<sup>th</sup> July 2011 @ 6.30pm**