

MINUTES OF PATIENTS' CONSULTATIVE GROUP MEETING

THURSDAY 4th March 2010

Present: Dr Lyell, Tracy Keogh Practice Manager, Noel Urwin, Kate Dawson, Sharon Vipond & Vera Vipond

Apologies for absence: Drs Sanderson, Jasper, Cashman & Cockell, and John Thirkell

Minutes of last meeting: Approved

Matters arising: No matters arising, Mr Urwin gave us a brief update of Mental Health and the work he is involved in.

Traffic Lights – this survey is based on an anonymous survey sent out from Croydon PCT to our patients and data extraction from our computer systems, hospital systems and Quality and Outcomes Framework (QOF) for which the surgery receives a payment based on these achievements. We are then compared with other surgeries in the Croydon borough and the scores are based on 1 – 100 and 1 being very poor. The group felt that the only areas that were needed to discuss were areas that were RED only but on the whole the group felt that the surgery had done a good job.

- **AL01** – Patients over 65 years of age – Dr Lyell informed the group that we do have a high population of patients over 65 & 75 due to the area
- **AL04** – Dentist visited in the last year – which is an improvement on last year and it seems that our patients dental hygiene has improved
- **BC07** – Gastroenterology – Dr Lyell explained that there are new pathways that the surgery are following and that we hold meetings to look at how the surgery refers and within this meeting we discuss whether it was an appropriate or inappropriate referral and then we as a surgery can learn from this and improve patient care and service.
- **BN02** – Pneumococcal vaccine uptake for the over 65's – Dr Lyell explained that this was incorrect and that the % of patients at this practice is allot higher.
- **CA04** – Exercise recorded in the last 15 months – Dr Lyell explained that it is very difficult at times to record this information as it relies on patients telling the truth and that at times it isn't always relevant for patients diagnosis
- **CC01** – Alcohol recorded in the last 15 months – Dr Lyell explained that it is very difficult at times to record this information as it relies on patients telling the truth and that at times it isn't always relevant for patients diagnosis

- **CE02** – Reviewed within 6 months of diagnosis – Dr Lyell explained that we have a high % of patients over 65 & 75 and that there are occasions that patients are seen under the hospital for their care and treatment and that we would not be necessary see them at all.
 - **CG22** – Oral ant diabetic volume –Dr Lyell explained that we are one of the best surgeries at looking after diabetics and we have a low volume re prescriptions.
 - **CH05, CH06 & CH07** – Dr Lyell explained that it is very hard to get mental patients to come in to the surgery for a review and that if a patient had just one incident and has made a full recovery we as a practice did not feel it is in the patients best interest to come in for a review for an episode that happened many years ago.
 - **CS02** – TIA diagnosed – this is also due to practice population. These are patients who have a stroke but make a full recovery within 24 hrs.
 - **CU08** – Inhaled corticosteroids cost – Dr Lyell explained that the treatment is expensive.
 - **CY01** – Patients with 2 or more long term conditions – Practice population and demographics
 - **Any other business** – Tracy informed the group that she is carrying out a patient survey and this can be discussed at the next meeting. Tracy would also like to work on the web site to assist patients with information and booking appts. Mr Urwin will look at putting together a new newsletter and that we could advertise for some new members as well. Tracy also gave the group some additional information about PPG in other areas.
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- **Date of next meeting** - Thursday 3rd June 2010 @ 6.30pm