

## **Minutes of the Patient Representative Group**

**Thursday 16<sup>th</sup> April 2015**

**At Stonehill Medical Centre**

Present:

Dr Hilary Healey, Sandra Faulkner, Steven Alexander, Navin Patel, Stefan Galij, Barbara Hartley, Carole Fahy

Sandra Faulkner welcomed everyone to the meeting.

### **CQC / CQC INTELLIGENCE MONITORING**

In November last year CQC intelligence released information about practices which gave a rating score and identified those practice who in the opinion of CQC required a 'priority' visit due to our emergency admissions. This is not a good mechanism for measuring performance. However we strongly disagreed with their opinion and we subsequently received an apology from the CQC regarding this incorrect data.

### **CQC VISIT**

All GP practices can expect a visit from CQC at any time. PRG will be informed and their input on the day welcome.

### **BOLTON QUALITY CONTRACT**

Bolton Contract explained. 19 standards including access, prescribing, health improvement screening (including bowel screening, cervical screening, breast screening and screen for abdominal aortic aneurysm) health protection, to increase uptake in flu and pneumonia vaccinations. Dr Healey gave an overview on "War on Waste", reducing the amount of prescribed medicines that are given but unused. An explanation was given about cost effective prescribing, whilst maintaining patient safety to reduce waste for both patients and pharmacies.

### **NEW OPENING HOURS**

The surgery is now open from 8 am to 6 30 pm Monday to Friday. Early morning and late evening surgeries are available.

### **ON LINE SERVICES**

In addition to the ordering of prescriptions, making and cancelling of appointments, changing address there is now the facility to view part of your medical records. Allergies and sensitivities and

adverse reactions may be viewed via the website. This may be requested in person via reception, ID is required. This has been advertised via the website, in surgery and in the newsletter.

#### PATIENT EXPERIENCE AND SATISFACTION

We are very keen to improve patient experience and satisfaction. All front line staff have regular customer service updates.

#### STAYING WELL PROJECT

Sandra explained the Staying Well Project which aims to keep people well in their own homes and facilitate any services and community referrals if needed. Jenny Cowell is our co-ordinator and she will be contacting the over 65 year olds to offer a visit.

#### ANY OTHER BUSINESS

##### Questions

Do we have a defibrillator?

Yes, we have a defibrillator and both Stonehill and Highfield surgeries. All staff receive annual training in its use.

##### Suggestions:

Flu Day – Navin has offered some very constructive suggestions around arranging the flu day more effectively and capturing data. This will be passed to Lindsey Battersby, our Nurse Practitioner for discussion in advance of our 2015 flu day. Navin was thanked for his suggestions.

Test results – Barbara wondered if it was possible to let patients know when their test results have arrived. Then patients could ring up to ask for them. This could be via text or on on-line services.

IG was discussed around using the text message service, however Sandra will make enquires via TPP /online services.

Health Promotion – Is it a possibility we can let people know what we do? Why there are sometimes no available appointments due to DNAs, who to see for what etc. Discussion took place regarding holding a forum outside of the surgery where patients may come to share their views. It was thought that we may be speaking to the converted, another suggestion was of an 'open day' in surgery where our services could be promoted. Sandra informed the meeting that a COPD afternoon is being held on 10<sup>th</sup> June where patients with Very severe or severe COPD will be invited to come for the afternoon. There will be break off groups where inhaler technique, managing the illness etc will be discussed. All agreed this was a good idea.

## NHS Choices

Patients generally are more likely to write of their dissatisfaction rather than how pleased they are with the service they receive. We do receive compliments from patients. NHS Choices, (search for GP surgeries/Stonehill Medical Centre) has a section where these compliments may be added.

## PRG Group

We are keen to welcome new members to the group, we have lost our student member now due to her relocation.

Sandra Faulkner thanked all members for coming and their input. The meeting closed at 7 pm.

Date of next meeting – TBA August 2015.