

Patient Participation DES

On the 12/12/2011 Partners, Practice Manager, HCA and Admin staff from Strouts Place Medical Centre met with patients who had expressed an interest in helping shape our services for the future, a Patient Reference Group (PRG). We found the experience very positive and feel that we can move forwards with the information that we shared.

PM welcomed everyone to the meeting and thanked them for their attendance. Every attendee introduced themselves. PM recapped on previous meeting held on 14/12/2010. There have been a number of developments since our last patient forum meeting:

- In addition to the diabetes clinics, the surgery is now successfully running clinics for anticoagulation, hypertension, asthma and CVD.
- As requested, pictures of all the staff members at the surgery are available on the notice board in the waiting room, so now patients are familiar with whom they are seeing, are aware of what is available to them and can make better informed decisions.
- Patients are now able to see a female GP, Dr Haq, who is currently working on Thursday mornings. Hopefully in the near future we will be able to increase her sessions. There is also a new female HCA, who will also be doing phlebotomy, flu and other HCA related clinics.
- Repeat prescriptions can now be ordered online, by emailing stroutsplace@nhs.net, with pt name, DOB and items they require. Should they require any further review, they will be contacted accordingly.

CCTV (PM)

A brand new CCTV system has been installed for the safety of the patients. However, there are no cameras in any of the consultation rooms.

Flu Clinic (AR)

The surgery has successfully completed its flu jab targets. This year vaccinations had been administered on an appointment and walk-in basis, by Arifa, Rupayan and the practice nurses which has worked extremely well and has significantly contributed to our early meeting of our targets.

Additional Services (SA)

The surgery is aiming to increase the number of services available for our patients. We are currently in consultation with a number of outside services to enable a one stop service for many conditions.

48 hr Policy (PM)

The 48hr appt policy outlines that an appointment is to be given within 2 working days, with ANY available clinician. To ensure that this target is maintained, the surgery has a high number of clinical staff including 4 GPs and 3 Practice Nurses. Additionally there are 20+ emergency appointments including telephone consultations, available every day. As a result, this target has not been breached for a long time.

Patient Surveys (PM)

Local practice survey result was shared and discussed with patients. However, the local practice surgery results are not reflecting in the National GP survey. It is very important that patients complete the patient surveys which are sent directly to patient homes, as this determines what services are available at the surgery. Unfortunately, despite the surgery doing well with regard to the 48hr policy, this has not been shown in the survey results.

Home Visits (SA)

Patients are able to arrange for home visits by the GP, based on their clinical circumstances. However, it is best if the patient attends the surgery in person, as there are more resources available should it be required. If patients have any questions, they should contact the reception for more information.

Patient Comments, Issues & Suggestions

- Patients are very happy with the services provided at the surgery
- Have found this meeting to be very useful, and would like more frequent meetings
- Would like to know more about how they can help the surgery
- Would like more information provided with regard to patient surveys and how to help the surgery – suggestion box, posters, mention on website, text messages, emails and notice board announcements
- Would like to be contacted by other forms of technology rather than telephone alone i.e. emails, text messages, website

Action Plan

- More frequent patient forum meetings – every quarter
- Patients to be given additional contact details form where they can include email address and mobile details, and give consent to receive information regarding the surgery
- More posters/advertisements of the patient surveys in surgery and on website, so that patients are aware of their importance
- Introduction of a suggestion box / suggestion tool on website
- Increase services – introduction of more walk-in services

I hope this report of last meeting will be very informative and helpful for the patients who did not attend or missed the meeting. Please note you can join us at anytime by emailing your interests on stroutsplace@nhs.net to join in Patient Forum Group. We will keep in contact with you and let you know when our next meeting will be arraigned.

Please join us and share you idea to improve your practice. We are always to here to listen you.

Sincerely,

The Strouts Place Medical Centre