

<b>St Peters Surgery Patient Focus Group</b>	
<b>Date: 21/02/2013.</b>	Time: 6.30pm.
Venue: St Peters Surgery	
Chairperson A Walkiden	Note Taker: M Seager
Attendees A. Walkiden, M.Seager, J.Watler, S. Burrows, J. Sterndale, D. Shaw B. McGeorge, R. Coles	
Apologies J. Brandrick, B. Cheeseman, T Cheeseman, D. Symonds, M. Bridges	
<b>Meeting Notes</b>	
<b>Agenda item: Record of last Meeting.</b>	
Discussion: notes agreed of last meeting, D Symonds name to be adjusted (incorrect name).	
<b>Actions from previous meeting</b>	
<ul style="list-style-type: none"> <li>• Patient Petition – Premises</li> </ul>	
Discussion: Concerns patients not aware of a petition, no evidence of a petition in place, targeting those who do not attend the surgery, attracting more people to sign, understanding the issues	
Conclusion: Make Petition available to all, informing those who do not attend on a regular basis the problems/issues around the practice premise	
<b>Actions:</b> <i>Large notice in waiting room with petition attached,</i>	
<i>Person Responsible: M. Seager with support from PFG members</i>	
<i>Dead line: Ongoing</i>	
<ul style="list-style-type: none"> <li>• Educational Half Day</li> </ul>	
Discussion: Dates have been posted on the website, on the 19/02/2013 the practitioners training was centred around Health Care of the Older Person(HCOOP) and a talk from Consultant Physician Dr Michael Jenkinson, Practice Nurses educational training, Administration staff on line training/ catch up	
Conclusion: On going	
<b>Actions:</b> <i>Continuing notification to patients of half day closure/ feedback to PFG</i>	
<i>Person Responsible: M. Seager</i>	
<i>Dead line: Ongoing</i>	
<ul style="list-style-type: none"> <li>• Community News Paper to promote Patient Focus Group</li> </ul>	
Discussion: To promote patient focus group, some concerns raised by members of the group using community news papers, ideas on how to attract new members.	
Conclusion: Additional notice board, Individual Portrait Photograph of Patient Group members with one empty frame saying could this be you? Article to be written explaining our PFG, with possible Publication into the community news paper following agreement from PFG	
<b>Actions:</b> <i>Additional notice board to be put up in waiting room (adjacent to existing PFG board), Portrait Photo's to be taken of PFG member and displayed. Article to be written and agreed with PFG before publication</i>	
<i>Person Responsible: M. Seager with support from PFT Members</i>	

<p>Dead line: May 2013</p> <ul style="list-style-type: none"> <li>• Vision on Line Services (VOS)</li> </ul> <p>Discussion: Over 500 patients now registered with the service, Practice list size approx 4,600; just over 10% of patients can now book their appointment on line/request their repeat medication on line having registered</p> <p>D. Shaw raised concerns around not all repeat medication listed, the use of the box at the bottom of the page for comment and practice staff unable to view the patients page, thus unable to assist patients</p>
<p>Conclusion: To make the Practice Clinical system suppliers of the problems patients are incurring</p>
<p><b>Actions:</b> D. Shaw to email M. Seager the concerns so that they can be sent to the practice clinical system provider IPS</p> <p>Responsible Person: M Seager</p> <p>Dead line: May 2013</p>
<ul style="list-style-type: none"> <li>• .NHS/Private</li> </ul> <p>Discussion: Concerns previously raised by D Symonds around Private providers verses NHS providers, choices</p> <p>Discussion: Patient Choice, Broadstairs Health Centre</p>
<p>Conclusion: To remain with patient choice</p>
<p>Actions: Nil</p>
<p><b><u>Agenda item; Patient Survey</u></b></p>
<p>Discussion- Following on from our last PFG meeting it was agreed that the results of the patient survey were very positive however it was felt that as a way of improving service to patients apart from addressing waiting times to see the GP the ability to speak to someone over the telephone i.e. the doctor or nurse could be improved. The results were discussed in depth with discussions around how the service elements may be improved</p>
<p>Conclusion: explore ways of improving wait times and the ability to speak to a practitioner/nurse/healthcare professional over the telephone for discussion with the Practitioners</p>
<p><b>Actions:</b> arrange meeting with Practitioners</p>
<p>Responsible Person: M Seager</p>
<p>Dead Line: Meeting to be arranged for either March or April 2013, Friday lunchtime</p>
<p><b><u>Agenda item: Patient Focus Group Action Plan</u></b></p>
<p>Discussion: The action plan was reviewed with a discussion around completed actions, those outstanding and additions for ongoing plan</p>
<p>Conclusion: Summary of Actions achieved –The practice has undertaken a Patient survey during both years, The findings of the survey have been discussed with the practice team and patient focus group, A report on the findings has been made, results of the patient survey and action plan has been posted on both the</p>

notice board and on the practice website. The practice has continued to monitor patients waiting times and has increased the number of pre-booked appointments in an effort to match capacity with demand for pre-booked appointments. With full discussion with the practitioners, staff and patient focus group the practice has increased its telephone lines supporting improved access. Actions not achieved – yellow lines due to highways refusal, A young persons questionnaire has been devised and is awaiting action. Practice premises – no appropriate site has been found.

Items to be added to the plan in view of this years patient survey:  
Waiting times, Speaking to the doctor or nurses over the telephone

**Actions:** Action plan to be updated and revised with new additions for action, plan to be distributed to the patient focus group, practice staff, practitioners and posted on both the patient notice group and on the practice website

Responsible Person. M Seager

Dead Line: 31/03/2013

**Agenda item: Any Other Business**

1. Practice email address for patients to utilise for queries etc

Discussion: D. Shaw suggested a practice email address for patients to utilise for queries/advice etc

Conclusion: M. Seager to seek advice

**Actions:** more details to be provided for clarity on this issue at next meeting.

Person Responsible: M. Seager

Dead line: Next meeting

2. The New NHS 111 Service

Discussion: M. Seager notified the group of the New NHS 111 Service which will commence on the 12<sup>th</sup> March 2013. As from this date there will be only three numbers if people in Kent and Medway need to contact the NHS for urgent care

- 999 for life-threatening emergencies
- Their GP practice
- NHS111

NHS Direct will be replaced with NHS 111

The out of hour's provider will no longer provide an out of hour's telephone service, for out of hours patients will need to call NHS111. South East Health will still provide the GP out of hours service and will still see patients either at their base or at a home visit however access to the service will be via the 111 service.

**Actions:** Posters, Patient notices, Website, practice telephone system etc will be used to inform our patients of this change.

Person Responsible: M Seager

Deadline: 5<sup>th</sup> March onwards

**Next Meeting: 9<sup>th</sup> May 2013. At 6.30pm in the surgery.**  
**S. Burrows to Chair.**
