

PATIENTS FOCUS GROUP

Monday the 3rd February 2014
Hambleton Surgery @ 14:00hrs.

Present: Ian Gibson (Chair)

Malcolm Worsley (Vice Chair)

Helen Roberts (Secretary -OWMC Patient Forum)

Mandy Bolwell (Secretary- Sub-Group)

David Bray

Sue Watson

John Frith

John MacPhee (Practice Manager) joined the group 14:50

Apologies: Norma Worsley

Welcome Address

Ian Gibson welcomed all members present, and began proceedings by referring them to minutes of last main Focus Group meeting.

All members introduced themselves.

Members advised that Mandy Bolwell would be secretary for the sub-group.

Matters arising from previous minutes.

- Discuss survey results
- Healthwatch presentation - have not received a copy
- Clarification on duty doctor role
- Larger room numbers (This has been achieved)

Patients Forum

General discussion with members present :

- It was felt it was important that patients should be aware of the forum; we should make ourselves more visible and approachable. Finding a more friendlier name for the group might help: one suggestion **The friends of the Over Wyre Medical Centre.**

- Terms of reference was circulated which could be put on the notice board.
- Using the green book to tell the public what we have achieved.
- We also should be looking at recruiting younger members.

Feedback Survey

Over Wyre Medical Centre have given PPG the best opportunity for feedback we will ever get. It was felt that we should recheck the patients Survey Comments to be clear that their points and comments have been suitably addressed.

In December 2012 the forum agreed that the receptionist were to answer phones “**Over Wyre Medical Centre**” followed by there **name** the Forum was advised that this proposal would be placed on the agenda of the practice meeting- we would like confirmation if this was the case. The survey shows very little improvement -10 out of 63 comments still judged the receptionist service to be lacking.

It would help in analysis of future surveys if the Comments section could be numbered when results published. Numbered version of recent survey was provided to the meeting.

Comment 26-Blood pressure machine for patients use

Some guidelines to average blood pressure would help.

Comment 34

Photographs of all surgery staff including GP's on the notice board.

Named Badges

All receptionist and other members of staff to wear name badges

Appointments

To look at how we can manage patients that do not attend their appointments, but fail to cancel, in order to minimise the negative consequences of DNAs. Are any sanctions possible?

Achievements since forum started

1. Online appointments
2. Patients able to book up to six weeks ahead
3. Two more telephone lines installed
4. Extended surgery hours to suit working families
5. An additional doctor for practice
6. Receptionist service improved
7. Emergency appointments book open for afternoon no need to

telephone back at 13:30hrs

8. Disabled access improved, with dedicated parking bays and pavement ramp created and doorbell installed.
9. Medication waste notice put on bottom of prescriptions sheet
10. Larger numbers put on consulting rooms

Funding- the group would like further information about how funding is influenced and whether the group is able to put forward suggestions regarding spending decisions.

The group advised that they would help with teas and coffees at the quarterly OWMC Patient Forum meeting

Sub-Group

Generated a good creative and stimulating discussion and focused on the importance of all members being able to review the Patients Survey and comments. There was some important and valid points raised.

Any Other Business

Members agreed that afternoons were preferable to evenings for sub-group meetings.

It was suggested that starting a little later than 2pm would help some members.

It was also suggested that Wednesday may not be suitable. Need to if Wednesdays OK with Malcolm and Norma Worsley. (Malcolm had left the meeting before this was put forward). Malcolm and Norma away for some weeks.

Mandy Bolwell to look at dates for future sub-group meetings.

30th April 2014

30th July 2014

29th October 2014

Please advise regarding availability

Meeting closed at 16:00hrs.