

Patient representative meeting

Minutes of Meeting 10th March 2015

In attendance:

**Staff - Karen Fuat (KF - Practice Manager) - Chair
Rachel McMain (RM – Deputy manager)**

Patients

**Mrs Edwina Munro (EM) – Patient representative
Mrs Jacquie Buckingham - (JB) Patient representative
Mr Alan Bussey (AB) – Patient representative
Mrs Pamela Dixon - (PD) – Patient representative**

**Apologies: Mrs Kim Douglas (Patient representative)
Mrs Vicki Pallister (Patient representative)
Mr Neil Minto (Patient representative)
Mrs Barbara Hope (Patient representative)**

1 - Welcome and Introductions

Thank you to everyone for attending

2 – Review of Friends and Family Test

The friends and family test was explained to the group and the fact that this is a contractual requirement that we implement it.

Mandatory requirements are

- 1 provide an opportunity for people who use the practice to give anonymous feedback through the FFT
- 2 use standard wording of the FFT question and answers
- 3 include at least one follow up question and also space for free text
- 4 submit data to NHS England each month
- 5 publish results locally – website and waiting room

January and Februarys data were discussed within the group.

January - We had 37 responses – Extremely likely = 34, Likely = 2, neither likely nor unlikely = 1

February – We had 12 responses – Extremely likely = 12

3 – Review of Comments/suggestions

We discussed the comments/suggestons that had been put into the box.

4 in total.

Any actions necessary were carried out

4 – Review of practice complaints

During 2014/15 8 complaints were received – these were discussed.

4 written complaints received and 4 made over telephone/verbal

Out of the 8 received, 3 were at least partially justified.

All complaints were resolved with written acknowledgement followed up by written explanation after investigation.

5 – Changes to Practice from April 1st 2015

Karen discussed the imminent changes to the practice as from April 1st. Dr Charlton and Dr Russell have decided to reduce their working hours and we have employed another GP full time to work those hours.

6 – Darlington Community Council

The next meeting is scheduled for Thursday 26th March, Meeting room 1 & 2 Dr Piper House, 6pm – 8pm

JB had previously agreed to attend one of these meetings but unfortunately has a prior arrangement for this date.

7 – Any Other Business

CQC Visit – we spoke about the practices recent inspection by CQC. All went well on the day and we will be notified in the next 4-6 weeks of our rating.

We discussed our 3 key areas for improvement

1 - Patient Group – lack of engagement – suggested we put a leaflet in our new patient pack about joining our PPG.

ACTION – Karen to do leaflet and let the girls on reception know to add to pack

2 - Car Parking – always a problem, mainly due to resident parking in the area. We cannot do anything major due to lack of space to expand/increase number of spaces. – We have arranged to re-define the lines in-between the spaces as soon as the weather improves.

3 - Patient Groups – focus on Carers – we discussed how we could offer support (if needed) to certain groups of patients. We would start with our 'Carers' – we agreed to telephone them every quarter to see if they need any additional support or signposting to the Carers Support Service.

Patients in attendance once again thought the surgery offered a fantastic service and thought they received an excellent service.

Thanks again for everyone attending.

Date of next meeting – To Be Arranged