
Patient representative meeting

Minutes of Meeting 28th March 2016

In attendance:

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

Patients

**Mrs Edwina Munro (EM) – Patient representative
Mrs Jacque Buckingham - (JB) Patient representative
Mrs Kim Douglas (KD) - (Patient representative)
Mrs Barbara Hope (BH) - (Patient representative)**

Apologies:

Mrs Pam Dixon (patient representative)

1 - Welcome and Introductions - Thank you to everyone for attending

2 – Review of Friends and Family Test (FFT) - Reflection of the results of the FFT from April 2015 – FFT is a contractual requirement

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

April 2015 – Responses in total = 10. Extremely likely =9 Likely = 1

May 2015 – Responses in total = 4. Extremely likely =3 Likely = 1

June 2015 – Responses in total = 8. Extremely likely =6 Likely = 2

July 2015 – Responses in total = 14. Extremely likely =10 Likely = 2 neither likely nor unlikely = 2

August 2015 – Responses in total = 10. Extremely likely =6 Likely = 3 unlikely =1

September 2015 – Responses in total = 8. Extremely likely =6 Likely = 2

October 2015 – Responses in total = 4. Extremely likely =4

November 2015 – Responses in total = 8. Extremely likely =8

December 2015 – Responses in total = 0.

3 – Review of Comments/suggestions

Only 1 comment had been put in the box and that was very complimentary towards the practice

4 – Review of practice complaints

3 complaints had been received in writing. These had all been resolved with written acknowledgement

5 – Contractual requirements 2015/16

Named accountable GP for all patients – By March 2016 we need to include on our website and in our leaflet, reference to the fact that all patients have been allocated a named GP and information about patients' options.

Publication of GP net earnings – By March 2016, all practices must publish on their website the mean earnings for all GPs in their practice relating to the previous financial year

Changes to registration to reflect armed forces health requirement – It is now possible for a member of the armed forces to register with a GP in the area they live for a period of 2 years (with written authorisation) . In the past they have been required to de-register from their GP practice and register with the Defence Medical Services

Patient Participation group (PPG) – all practices must establish and maintain a ppg to ensure that patients and carers are involved in decisions about the range, shape and quality of services provided by their practice.

Patient online services – services currently available – ordering, viewing and printing a list of patients prescriptions, booking, amending and cancelling appointments with the GP and access to a patients summary care record.

By March 2016, access to detailed coded information will be available for patients who request it. Patients will be required to fill in a form and provide ID before this is made available. The level of access given will be decided on an individual basis.

None of the patients present wanted access to their records as an initial group for trial.

6 – Practice ratings

Recent practice ratings had been published nationally and these were discussed. Patients in attendance were very happy with the results.

7 – Future meeting topics

We discussed whether the group would be interested in having any speakers along informing them of services available.

We will continue, as a group, to review patient feedback, with the aims of agreeing any improvements that could be made to services.

8 – Any Other Business

Workload in Reception – we discussed the current audit that had taken place due to the increasing workload and phone calls in reception. Patients need to do be encouraged to take greater responsibility for their own and their family's health rather than making us the first point of contact.

Public Health – discussed the current situation with Sexual Health Services and Smoking cessation due to the major financial cuts. This is currently in discussion and will inform the group of any updates.

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