



Dunelm Medical Practice

Patient Participation Group – Minutes

Monday 25th March 2pm Bearpark Committee Room

Present: MSh / HB / LH / PR / KT / DN / RC / TC / WM / LC

Apologies: NM / VW / AC

1. Welcome

MSh welcomed the group to its final meeting of 2012/13 and was pleased to introduce two new members to the group, both of which are patients at our Gilesgate site.

2. Clinical Commissioning update

HB updated the group on the status of our local Clinical Commissioning (CCG); North Durham CCG have now been authorised by the NHS Commissioning Board with no restrictions and are in their final stages of preparation before 'going live' on 1 April.

The CCG are currently in the process of finalising the coming years' contracts with the large Foundation Trusts, while understanding and addressing the gaps in provision for things like access to diagnostic services, delays in ambulance handovers and antibiotic prescribing for C Diff & MRSA as well as working with Primary Care to increase quality.

3. 2012/13 Patient Survey feedback

The group acknowledged that they had received the Patient Survey Report one month prior to the meeting and felt it had been useful in allowing them time to read and understand the results.

The General consensus was that overall results had been excellent and it would be difficult to identify areas for improvement. The Practice agreed that they were satisfied with the outcome of the results and had commended its staff on achieving 88% overall satisfaction.

In 26 of the 28 questions asked the practice scored above the national average. The two questions which did not score above national average have been identified as areas for the action plan.

The Group commented on the Saturday AM 'Winter Pressure' sessions at the Framwellgate site and how valuable they have been. They are much preferred to having to attend Urgent Care or Accident and Emergency departments over a weekend.

They also found the Practices use of SMS reminders / updates via SystemOne extremely helpful and one member suggested attaching our Patient Information posters for those with smart phones.

One member commented on the number of survey where the final 5 questions were incomplete or void was significant after question 20. The Practice agreed to explore the possibility of re ordering the questions next year.

4. Agreement of an Action Plan

Access – the group are aware that due to the multi sites of the practice that the doctors tend to rotate across all sites on a 3 to 4 week basis. It was felt that it would be advantageous if appointments could be booked at least 4 weeks in advance for those patients who felt it was a priority to see the practitioner of choice.

The group also talked through the benefits of having a signposting poster on its website and in the waiting areas which would help the patients to understand which clinician is most appropriately placed to treat the ailment which they are presenting with. It was felt that by doing this it may relieve a bottle neck in the system where all patients want to be seen by a doctor within 48 hours and that it was appropriate to be redirected to another clinician. We also discussed different strategies for staff to employ when advising patients there are no appointments available.

Premises – there were a number of comments in the report relating to the décor of the premises and the Practice was accepting of those comments. We have agreed a rolling programme of internal and external redecoration over the spring / summer months.

Appointment system – over a six week period a member of staff who currently compiles the clinical rotas will be spending two weeks at each site working with the reception teams to understand the demand for appointments. Once the initial demand is better understood it will be compared to capacity and next steps agreed.

5. Patient Participation Annual Report

It was agreed that the actions outlined during the meeting would be carried forward in to the Annual Patient Participation Report and progress will be reported to the group.

6. Date and Time of next meeting

Last Monday in June 2013 2pm at Bearpark

Any Other Business

None