

Dunelm Medical Practice

Patient Forum Meeting Bearpark Board Room 11th July 2011

Present: NM, RC, TC, VW, PR (Senior Receptionist) Dr GW (part meeting) AC, Dr MI, MSh (Practice Manager)

Apologies: IB (Senior Receptionist Gilesgate)

1 Patient Survey Results 2010/11

Introduction

The results of the report are collected between April 2010 and March 2011 on a quarterly basis.

626 questionnaires were sent to adult patients registered with the practice and 252 were returned completed. Because we have 3 sites it is difficult to know if the report relates to Framwellgate, Gilesgate or Bearpark or indeed all sites. (This is something to be addressed with the next practice led survey)

The practice 's highest performing areas compared with PCT average

- I found it easy to get test results on the phone 48% (PCT 42%)
- Having discussions with my doctor or nurse has helped improve how I manage my health problem 95% (PCT 90%)
- I was able to see a doctor fairly quickly 83% (PCT 79%)

The Practice's Lowest performing areas compared with PCT average

- I see my doctor always, almost always or a lot of the time. Practice 56 %.(PCT 75%)
- I found it easy to speak to a nurse on the phone - practice 18% (PCT31%)
- I was able to book ahead for an appointment with a doctor – practice 60% (PCT 71%)

The Forum members were, on the whole happy with the results, of the survey. After discussion, suggestions were made to:

- Book Slots 3 – 4 weeks in advance
- Nurse slots to be added for telephone consultations.
- The Practice to have a Protected Learning Time out session to discuss the appointments .

2 LINK

NM Is the LINK representative for the Forum. .

3 Patient Participation

MSh highlighted to the forum members that the Practice has signed up to the Patient Participation Direct Enhanced Service. The Patient Reference Group (PRG) needs to regularly interface with a broad cross section of its patients. This can be done via email instead of face to face, or the use of a combination of the two.

- The Practice need to then agree priorities with the PRG.
- Collate Patients views through the surveys (electronic via website/ paper)
- Discuss the findings of survey and agree any changes to provision and manner of delivery with the PRG if appropriate.
- Agree action plan with PRG setting out priorities arising from the surveys and whether or not implementation is likely and why.
- Publicise an annual patient participation report on the practice website

MSh handed out information on the benefits of what a reference group is and is not as guidelines for future meetings.

4 Practice Website

MSh gave a presentation of the demo practice website. The forum member's which to remain anonymous, any minutes posted on the web will be abbreviated to initials.

MSh is the contact name for those who wish to join forum. The option to become a virtual email member is to be made available.

Developing a news letter was suggested.

When patients ring up advertise the repeat prescription service on the website during the telephone message.

5 AOB

As time was rapidly moving on a date was arranged to discuss the PRG future in greater detail on 26th Sept 2011 13.30pm