

DUNELM MEDICAL PRACTICE  
PATIENT FORUM MEETING  
Wednesday, 15<sup>th</sup> April 2015 at 1.30-3pm

Present: Dr Geoffrey Welsh, Theresa Huddart, practice/development manager  
Scott Greenwood (chair)  
Forum members: RS, BM, IC, NM, RC, VW  
Carol Greenwood, office manager (minutes)

Apologies: AH, TC, RC, Shaleen Christie

|  | Action       |
|--|--------------|
| 1 <b>Minutes of meeting – 12<sup>th</sup> November 2014 and 4<sup>th</sup> February 2015</b><br>The minutes were agreed.   |              |
| 2 <b>Matters arising</b><br>IC to meet Helen Collier with regard to the gap in the access to mental health services for children.  | HC           |
| 3 <b>Terms of Reference</b> <ul style="list-style-type: none"><li>• It was emphasised that the patient forum is not for sharing personal complaints and confidential information.</li><li>• A question was raised whether membership of the forum should be time limited as in most committees. This led to a discussion regarding:<ul style="list-style-type: none"><li>➤ possible space issues with new members joining</li><li>➤ good to have a churn factor</li><li>➤ fresh ideas from new members</li><li>➤ having no limit on membership can change the direction of the meeting.</li></ul></li></ul> <p>The general consensus was to have a 3 year membership at which point members could choose to withdraw or return. The Terms of Reference will be reviewed in November.</p>   | TOR<br>11/15 |
| 4 <b>Patient Participation Report 2014/15 – Scott Greenwood</b> <ul style="list-style-type: none"><li>• The current PRG membership is neither reflective nor representative of the practice population. Various steps have been put in place to attract new members which is outlined in the report.</li><li>• Concerns and suggestions for improvement from the patient forum group are discussed at the partners' meeting and help influence decision making. A change in the appointment system, building improvement work which is well underway and electronic prescribing are partly as a result of the needs raised by the patient forum group.</li><li>• Although some members thought the electronic prescribing was a very good service, one member had experienced a problem. It was pointed out that the service is dependent on a good telecommunications connection so if there is a power cut or problem with the BT line the spine (national network) is not updated and results in an error.</li><li>• There is currently a situation whereby patients in the region are receiving cold calls from an organisation offering a collect and delivery prescription service. TH gave assurance that the practice does not provide confidential patient information to other individuals/organisations.</li><li>• Friends and family feedback can be submitted on the practice website, the Elekiosk, questionnaire boxes in the waiting rooms and on SystmOnline. This feedback is qualitative as well as quantitative.</li></ul> |              |

- A question was raised on the percentage of the total number of patients who have given feedback. SG said it was fractional but patients are being encouraged to use the Elekiosk, the questionnaires and to submit online. Over time, the percentage should increase significantly. Patient details are never disclosed in the feedback.
- A member questioned whether there was a mechanism for staff comments regarding improvements to the practice. SG said there were various meetings within the practice and a head receptionist's meeting was introduced end of last year where the nurse manager and pharmacist are invited. It was through this forum that a new system of nurse appointment templates was introduced which has set length of times for different procedures. By finding out what the appointment is the receptionist can select eg ear syringe from the template and the duration of appointment will come up automatically.
- The members said there had seen a great improvement on the frontline. The management side has improved enormously. Patient waiting time was an issue a few years ago but there has been a significant improvement. SG said external pressure has increased significantly with the need to reduce admissions to A&E which has been challenging during the winter months.
- There has been a lot of work done on improvements to the premises and the benefits can now be seen. There is better wheelchair access and the lighting is much improved as a result of the new doors to side and front.
- A question was raised as to how much more the practice can expand to accommodate more patients. TH said the centralisation of records at Bearpark has freed up space at the two other sites. The practice is now looking at Framwellgate which has potential for extending but funding for it has to be in line with other people's strategies.
- In answer to the question on whether the use of the Community Centre that had been suggested had been followed up, TH said Durham County Council would not support it and the practice hit many obstacles.
- One member said concern had been raised by Gilesgate Residence Association about the access to the car park at Gilesgate ie the sharp turn and slope into the car park which they believed belonged to Durham County Council. A patient forum member said the land is owned by Three Rivers Housing Association; BM will investigate.
- A member pointed out that the access to Bearpark Surgery's side door is not ideal. When the two new doors are open it creates a draught; papers are blowing and the heating bills will increase. TH said the practice has to abide by legislation for disabled access.
- Gilesgate is having a touch screen following patients' comments to have one to help during busy times. Reception staff are undergoing customer service training to improve patient experience and raise level of expectation. This is being done by 1to1 training, online, trainers coming in and group training. One of the members said in his experience a lot of money is invested in customer service training in industry but has seen no change. The members asked for it to be noted that Dunelm's reception staff gave good customer care and would like them to be aware. It was recognised that receptionists face daily challenges with patients who were unwell.

BM

- A member commented that he had to purchase a new operating system in order to book an online appointment. SG said it was a national issue that had nothing to do with the practice. There is a phone app that can be used to book appointments but would need the correct mobile.
- A member said he had been asked to make an appointment in advance but was told by reception at Gilesgate that there are no advance appointments and cannot be seen by his chosen GP at another practice. SG said that the rotas for each practice are set up with some appointments 14 days in advance and online booking appointments. Monday's appointments are embargoed on the day at Gilesgate. Patients can make an appointment at another site when there are extended hours. CG and SG will check with reception the information they are giving.
- SG said that each patient has a designated GP but can see any GP in the practice. The designated GP has ultimate responsibility for drawing in information from all services if there was an issue.

CG  
SG

#### 5 **Friends and Family Results**

SG does a monthly analysis and is more interested in comments which can be used to help improve services.

#### 6 **GP appointments**

- Evidence for weekend opening has shown that it has not stopped people going to A&E. The practice is continuing with extended hours at Bearpark on Tuesday, Gilesgate on Monday evening with all day access. The practice is currently looking for a Nurse Practitioner to provide urgent appointments over the summer months. North Durham CCG are not funding Saturday opening but because of the popularity the practice have decided to keep weekend opening at Framwellgate but not Monday evening. The CCG are looking at a federated approach bringing surgeries together.
- A major issue is frail, elderly and palliative care. The Community Nurse Practitioners worked throughout Easter in care homes as a pilot which was very successful in reducing A&E admissions.

#### 7 **Premises update**

The loft conversion has been completed with shelving to centralise all patient records. The clinical rooms have been refurbished.

The Primary Care Structure Fund has given approval in principle to a bid which was submitted at short notice to extend Framwellgate. The population will be increasing in that area because of a new housing development, Age UK and SureStart are looking for premises which has placed Framwellgate in a good position to meet the Fund's criteria.

#### 8 **Tesco draw**

The winner of the Tesco prize was drawn and the patient notified.

#### 9 **Any other business**

None

#### 10 **Date of next meeting**

Wednesday 17<sup>th</sup> June 2015 at 1.30pm – Bearpark Surgery