

# **Field House Medical Group**

## **Minutes of the Patient Group Meeting held on Thursday 12<sup>th</sup> January 2012**

### **Present**

Mrs C Coley, Mr B Coley, Mrs J Robson, Mrs L Davison, Mrs M Allbones, Mrs A Catley, Dr J Plotnek, John Noton and Sue Harper

### **In Attendance**

Kirstie Logan representing the North East Lincolnshire Local Involvement Network (LINK)

### **Apologies**

Mr J Terry

### **Agenda items**

Intro

Matters Arising – patient survey

Emis Web Update

Quality Practice Award (QPA)

Appointments System

GP Patient Survey

End of Life Charter

Kirstie Logan (LINK)

AOB

### **Introduction**

John Noton was introduced as the new practice business manager and a brief background of his previous career was given

### **Matters Arising**

There had been no comments made regarding the last patient survey that was circulated at the last meeting in September 2011

### **Emis Web Update**

A go live date has been set for Thursday 9<sup>th</sup> February 2012 and because of that the practice was restricting appointments on that day to urgent ones only. John Noton felt confident that this should go reasonable smoothly, there may be a period where EMIS access, display boards and the text reminder service may not work but it is hoped that may only be a few hours or a day at the most. Staff training is taking place over the next few weeks and an engineer and trainer will be on site on the day to overcome any issues.

### **OPA**

The practice had been successful in its assessment for the quality practice award. The assessors, a GP, Practice Manager, Nurse and lay person had visited and had given very good feedback to the practice. There had only been one significant area highlighted for improvement. John Noton highlighted some of the areas that had been mentioned for special praise, such as the facilities, team working, extra services and the patient focus. A copy of the report is available if required. The award is valid for five years

### **Change To Appointment System**

Discussion took place regarding the changes to the appointment system and the reasons regarding the frustration of patients who want to book forward. So far the change had gone reasonably well and apart from patients not being aware of the changes, despite it being advertised, it had been well received. Some changes were being made to free up additional appointments as not as many were being needed for urgent on the day, but triage was much busier.

### **GP Patient Survey**

John Noton explained that we are required to survey our patients before the end of March 2012 and we had to agree an area to survey. It was felt to be too early for the appointment system to be used as an area, but felt that nurse triage, or transport to the health centre should be areas that are looked at. John said he would look at what nationally validated surveys there were and see if one of these areas could be incorporated into the survey.

This year for the first time the survey is to be carried out electronically, week commencing 23<sup>rd</sup> January, using a net book type device loaned by Accord. It is hoped this will make it easier and results can be collated much more quickly. Volunteers were sought to help carry out the survey and all members indicated they would be willing to help. The practice will contact members next week with details and to ask what time they have available.

### **End of Life Charter**

A draft was circulated of the charter that the practice is being asked to publish. Dr Plotnek felt that the practice was already providing this level of care and members felt that the principles were an excellent way of ensuring individuals died with dignity

### **(LINK)**

Kirsty passed around a leaflet that explained about the LINK and seeking input/involvement. Also circulated were some information cards that had been printed about being prepared for winter and encouraging neighbours to check on each other during severe weather

## **AOB**

Mrs Coley raised the following items

- Some parents who are visiting the Children's centre are using our car park including disabled spaces, thus reducing the number of spaces available to patients. There is a gate in the fence should it be padlocked and should we have a sign on the fence. John Noton to discuss at the next building meeting
- Access to drinking water, it was felt it would be useful to have a water dispenser on the first floor around the waiting areas. Concerns were raised about unsupervised children but John is to raise this at our next building meeting

### **Bus Services**

Mrs Davidson asked about whether buses will be coming down Sorrell Road, John explained that this had been raised with the operator but they wanted the housing development to be much more advanced and the road surface to be improved. This is to be discussed at the next building meeting.

### **Café 4**

Discussion was had on whether this could remain open longer, John to raise at the building meeting

### **Date of Next Meeting**

April 2012. Members to be advised.