

Field House Medical Group

Minutes of the Patient Group Meeting held on Thursday 6th September 2012

Present

Mrs C Coley, Mr B Coley, Mrs J Robson, Mr J Terry, Mrs M Allbones, Sue Harper and John Noton

In Attendance

Apologies

Mr G Smith, Mrs L Davison

Agenda items

Matters Arising – Health watch, Patient survey, Bus service
Website Changes
Patient access to Health record
Joint PPG Meetings
Text Reminders
AOB

Matters Arising

Healthwatch Presentation – John informed members of an e-mail he had received from LINK that there had been no more progress on Healthwatch

As it was in the local council's hands to decide in which direction this was to go and LINK had no more information

Patient Survey – John explained the results of the follow on survey that had been done on Survey monkey where we had 120 responses. The aim of the survey had been to identify why patients felt it was difficult to speak to a doctor or nurse and what they wanted to speak to them about.

A couple of points for discussion – suggestions regarding e-mail queries, there was consensus that this may not be safe as e-mail can be misinterpreted or not give enough information telephone was safer. An information leaflet was felt to be useful and John said he would discuss with the nurses what they felt should be in the leaflet to explain how the service works and look at sending this out to see how it is viewed.

Finally it was felt we need to undertake the survey in our waiting area to increase the numbers to make it more representative so John will arrange the machines for later this month early October.

Bus service – John explained that the bus stops are on the plans for the being developed estate, but has no more information when they will happen. A discussion took place about the yellow lines not being replaced, John informed the group that our building manager believed this would happen in September

Website Update/Change

John asked for views on the website, there was general approval however it was felt the text should stand out more and some of the menus ought to be in different colours to stand out more. The previous news feed had now moved to the bottom right and this was felt to be not as obvious as before. John is to take this up with the developer to see what amendments can be made.

Patient Access to Electronic Records

John explained that the government has set out that patients should have access to their records electronically by 2015. The practice had discussed this and had some concerns regarding the security and processes in the system. Some of these had been satisfied but a number of issues stood out

- Third Party and restricted Information
- Breaking Of Bad News/Results
- Age of Access

These were discussed, it was felt that the time commitment to go through electronic records to check for these items would be too onerous and John felt that a better solution would be to have a start date when all records from that date would be available and that staff and clinicians would be aware and ensure that third party information did not specify names or just had an overview

Breaking of bad news is difficult and the problem here is where a GP does not want to worry the patient but is uncertain of the diagnosis. Also where results come back and patients can view them where they contain potential bad news should they not be filed until seen?

There was a discussion in the group on age of access, consensus was that this should only be available to adults who have capacity so there is no undue influence and no risks particularly in young adults of information being seen by parents where the individual did not want to share this with them.

John explained that this had been tried by a small number of practices and listed the benefits and despite the downside it would be useful. There was a discussion about those without internet access and older records but they are still available to see or have copies through the practice. However those without internet access would not benefit from this. John explained that a practice details below felt the benefits outweighed the risks. Mrs Robson wondered about the makeup of that practice population particularly if affluent then it may be beneficial.

Information on the benefits is included below and the practice this relates to is also detailed

<http://www.patientra.co.uk/>

<http://www.wellsparkpractice.co.uk/>

Further discussions will take place and be brought back to future meetings.

Joint PPG Meetings

Following a recent visit to the premises by LINK they had suggested that a joint meeting with other practices PPG may be useful, the group felt the only common item would be the premises and that there was not enough to discuss to warrant a meeting

Appointment and Text Reminders

There was a discussion about the appointment system and how it is working John and Sue both felt it was going reasonable well, members present preferred the old system but understood that no one system meets everyone's needs. We then went on to discuss the number of missed appointments which have increased and the text reminder service. This had changed since the move to the new system and now sent it out when the appointment is booked. It was felt that a reminder 1-2 days before would be more useful. John is to investigate this and report back. (post -meeting note this facility is not currently available but a development request has been made)

AOB

Flu Vaccinations – The vaccination season is approaching and the practice had now done promotional items to help uptake, two drop in clinics have been arranged on Saturday 13th and 27th October, GPs and nurses will be providing opportunistic vaccinations and then appointments after the drop in sessions including an evening session. Any suggestions for helping increase uptake were welcomed

Date of Next Meeting

6th December 2012.