



Park View Health Partnership
Patient group meeting
Wednesday 3 July 2013 5pm

In attendance:
15 patients
Helen Corpe, Practice Manager

Apologies: Dr Duncan Wells

Items discussed:

Arising from last meeting:

The new ACES service leaflets cannot be found in the practice. Helen Corpe will obtain further supplies.

Gill Carter, the public engagement manager who was due to speak at the meeting is no longer in post. Helen Corpe will ask Mark Davies to speak at the next meeting about the work of the Commissioning Patient Reference Group, but understands he is stepping down as Chair from the end of August.

Care Quality Commission

The practice has been working hard over the past year to produce the evidence for the 16 outcomes required by the CQC to ensure compliance for registration. Patients were offered the opportunity to view these files at the meeting. Helen Corpe highlighted the role of the Patient Group in a CQC inspection, all of which can be found online at http://www.cqc.org.uk/sites/default/files/media/documents/20130509_cqc_guide_for_pgs_final.pdf (you may need to cut and paste this link as it's so lengthy!)

There is also a web page on the CQC site devoted to Park View Health Partnership where patients are able to add their comments

<http://www.cqc.org.uk/directory/1-572197323>

These links are available on the computer in the waiting room for those patients without internet access.

During the discussion, patients asked a lot of questions, some of which couldn't be answered as we have no experience yet of a CQC inspection. Questions regarding appointment availability, timeliness of diagnosis and treatment, the benefits of the triage system and appreciation of Dr Hughes were also raised.

Website

This currently gets 450 visitors per month, which is double the number of 18 months ago and is a well-used resource.

Staffing

Our new receptionist, Serena, is currently in training. A new GP is being appointed as well as a new nurse.

Newsletter

Helen Corpe thanked Chris and Helen Welch for their continuing work in the production of the patient newsletter which is very much appreciated. Patient articles regarding the work of the practice are still required.

Room use

Patients were advised that, as well as the community services accommodated in the building listed on the newsletter, patients can use the private counselling sessions and podiatry clinics. In response to a patient enquiry, it was confirmed that there is an audiology community clinic up and running in the practice. A GP referral is required to access this service.

Flu clinic

This will be held on Saturday 5 October and Saturday 19 October. Separate shingles/flu clinics will be held for those aged 70 and 79, and are by invitation only. Children aged 2 will be vaccinated with flu for the first time. They will be given a nasal vaccination.

Commissioning Patient Reference Group

Jean Clark reported on the group's activities. A successful Older People's event was held in May. Dr Karen Eastman gave a talk on pain relief at a musculoskeletal event in Crawley. There will be a development day on 18 July to discuss and prioritise NHS services reviewing the outcomes from a previous meeting. It will decide what the CCG should spend its funding on.

Pharmacy

Helen Corpe confirmed that she continues to push for a pharmacy in the building. Whilst recognising that it would be a huge benefit to patients, there are political and licence issues to overcome which are protracting the negotiations.

Waiting room screen

A patient commented that there is too much detail on the slides to read in the time available. The larger slides will be slowed down to ensure that the information can be assimilated. It is possible for the patient group to submit slides for the screen, but as there are over 70 slides, they won't be viewed frequently enough. Helen Corpe suggested that leaflets on the table may be more beneficial.

Next meetings

Wednesday 4 September 2013 5pm

Wednesday 6 November 2013 5pm