



Park View Health Partnership  
Patient group meeting  
Wednesday 4 September 2013 5pm

In attendance:  
5 patients, apologies from 4 patients  
Helen Corpe, Practice Manager  
Dr Duncan Wells

Items discussed:

### **Notes of last meeting**

There was nothing outstanding from the notes of the last meeting.

### **CQC information for patient groups on the internet**

This information is available on <http://www.cqc.org.uk/public/sharing-your-experience/working-local-groups#PPGs> in both written and audio formats.

### **The patient survey**

Helen Corpe explained the nature of the annual patient survey which is conducted by a practice to find out what patients think about their GP surgeries and other primary medical care services. It gathers information about patients' experiences of the access and quality of care they receive from their local GPs, as well as offering a forum for patients to suggest improvements to their practice.

In previous years, the survey has included questions on appointment access, the premises and the telephone system, all subjects chosen by the practice manager as a result of talking to patients during the year. However this year, patients were encouraged to formulate their own survey from the user perspective and will include how patients can better use the appointment system, the consultation, practice policies, the work of the patient group, self-care and supporting your own health.

### **Clinical Commissioning Group planning**

The Horsham and Mid-Sussex Clinical Commissioning Group have three priority work streams this year:

- Care of the frail elderly
- Long term conditions
- Delivery of healthcare in the community

The patient group has been asked by the Clinical Commissioning Group to comment on the current picture of this work in the area and what the experience of the services by the patient group has been. It transpired that the group has no increased awareness of these services in the area, despite some of the group accessing the services for many years. They felt that they were only aware of things that their GP had informed them about. However, they thought that a free podiatry service for the elderly would be very beneficial.

### **What's happening in the practice**

A pleasant summer used to mean a lull in practice workload, but not so this year. We celebrated 5 years in the practice building which together with the

appointment of new staff, new NHS England and local Clinical Commissioning Group initiatives with the demise of the Primary Care Trust, and moving forward to change the practice computer system that records all patient interactions with the practice and the wider NHS on 31 October has meant a busier time than usual. The shortage of flu vaccines has meant that there has had to be a change to the pre-planned flu clinic dates (appointments for eligible patients are available on 9 November), and there were a number of kind offers to assist with the flu clinic refreshments on both 5 October and 9 November. Other offers would be greatly appreciated. October sees the start of the stop smoking month of Stoptober. There is a staff training day all day on Wednesday 2 October which means that the practice will be run with one receptionist and one GP only on that day and will open at 9am.

It was noticeable that there were fewer patients able to attend this meeting. Only email notifications were sent out, rather than text and email reminders.

**Next meetings:**

Wednesday 6 November 2013 5pm

Wednesday 8 January 2014 5pm