



Park View Health Partnership
Patient group meeting
Wednesday 6 November 2013 5pm

In attendance:

18 patients, apologies from 1 patient and Dr Duncan Wells
Helen Corpe, Practice Manager

Items discussed:

Helen welcomed everyone and asked how attendees had known about the meeting. Seven patients responded to a text message, and 5 from an email.

Care.data programme

This is due to roll out nationally in January. It is different from the Summary Care record information that patients have had the chance to opt out of recently. The Summary Care record data is an electronic health record that provides healthcare staff with rapid access to essential information about a patient in order to provide them with direct care and treatment. The care.data module extracts data from all care settings to ensure commissioners (Clinical Commissioning Groups) and providers (eg doctors, physios, consultants working in the community) obtain a more complete and balanced picture of care being delivered to NHS patients to address variations in the quality, efficiency and equity of health service provision on a local basis. Patients are able to opt out of both the Summary Care record and the care.data programme. However opting out of one does not automatically opt you out of the other. Patients are requested to advise the practice in writing if they wish to opt out of the care.data programme and this will be recorded on their medical notes.

Your GP is the only source of your complete NHS medical record. When you change doctors, your medical notes are returned to a central point and reallocated on request from your new GP. Your paper notes are then summarised on to the computer at your new practice. It is possible to transfer your notes electronically but these records need to be checked against your paper records for completeness. (Post meeting note: Military medical records are not included in the NHS records unless the patient provides this information.) Medical information acquired from outside the NHS for example, care undertaken abroad, is only included if the patient provides it.

NAPP

National Association for Patient Participation promotes and supports patient participation in primary care. The practice used to have membership many years ago but it wasn't used to its fullest extent. The CCG has offered to refund a year's membership fees if we join. A patient (IP) offered to investigate the benefits of membership and report back on his findings.

Health education exhibitions

A patient has recently taken part in Health Education Exhibitions and raised the possibility of something similar being undertaken at Park View Health Partnership. Mostly voluntary sector groups exhibit their services. The meeting was divided as

to whether this would be useful for patients and the patient who raised the query will be asked for more information.

What's happening in the practice

The biggest change is that there is now a new clinical computer system that the practice is having to get used to which was installed on 31 October. Staff are managing it well but there are a number of small tweaks that need to be made and patients' patience is much appreciated.

We have lost our attached Health Visitor who has been with the practice for 15 years. Park View Health Partnership has the highest number of child protection cases in the area and a very high birth rate and she was essential to the care of the families in the practice. We were the last practice to have an attached Health Visitor in the area.

The flu clinic in October was very successful and a total of 576 patients had been vaccinated to date.

Up to date practice information is notified on Twitter. The practice is known as @ParkViewHP

Student doctors are back in the practice on a Friday afternoon being supervised by Dr Hughes. These are year 4 trainees and we offer 2 places each year for them.

The next newsletter is being drafted and will be available soon. Thanks to two patients who support us in doing this.

Patients ask:

A suggestion as to how to improve patient survey completion was made.

Patients were advised that if they didn't wish to tell the receptionist the reason for their appointment, they could refuse to say, but it is a request made by the doctors to help them manage their session workload

Patients asked if they could share their email addresses. Helen will supply a list of all those who wish to share their addresses. Please email

info@parkviewhealth.co.uk if you wish to share your email address with others.

Patients appreciate the presence of a GP at the meetings but unfortunately Dr Wells was unable to attend due to pressure of work. Other GPs were requested but Dr Wells is the appointed patient group liaison GP.

Next meetings:

Wednesday 8 January 2014 5pm

Wednesday 5 March 2014 5pm