



Park View Health Partnership
Patient group meeting
Wednesday 7 May 2014 5pm

In attendance:
3 patients, Dr Wells, Helen Corpe, Practice Manager

Apologies from 3 patients

Helen welcomed everyone to the meeting.

The focus of today's meeting was the patient journey through the practice: how patients felt about it and how it could be improved. It starts with the decision by the patient to access primary care and finished with a successful outcome for the patient, be that an onward referral, appropriate advice from clinician or information from the administration team. The discussion was enhanced by some key messages and recommendations from the recent Healthwatch report which can be found here:

http://www.healthwatchwestsussex.co.uk/sites/default/files/gp_surgeries.pdf

The report notes that there are 'marked discrepancies between patient and practice perceptions of performance.' There was plenty of useful discussion during the meeting around the key issues that Healthwatch raised, and it was suggested that willing patients could complete a diary of the facts and their feelings about a visit to the GP. This would give the practice a base line of information from the patient perspective and suggest how improvements could be made. The Healthwatch report suggests this will help to find 'innovative and effective ways of engaging with patients'. Helen will invite all recent Patient Group attendees to complete the 'diary' which is likely to be in the form of a survey.

There was nothing to be brought forward from the notes of the last meeting. Membership of NAPP was discussed but was felt offer administrative than practical assistance. Very few of the Horsham and Mid-Sussex Clinical Commissioning Group member practices were member of NAPP.

There are a number of alterations to the contract that practices hold with the NHS. One that impacts on patients is the requirement to ensure that patients over 75 are allocated a named GP who is responsible for co-ordinating their care. This isn't an issue within Park View Health Partnership as each patient has a named GP from initial registration. Your named GP is identified on your repeat prescription request.

At the end of June, the Summary Care Record will be live for Park View Health Partnership patients. This is identifiable information regarding patients' demographic details together with medication, allergies and adverse reactions that can be obtained by clinicians in an emergency situation with the patient's consent to provide appropriate situational care. It is an automatic opt in, but patients can opt out at any time. The patient group considered it to be in the best interest of the patient for clinicians to have access to records in times of emergency.

Within the next two months, the practice will be undertaking a review of all patients who require care plans, whether this be for patients with chronic disease such as diabetes or COPD, or contingency plans for carers should they be unable to continue to undertake the role.

A patient asked how to make appointments online. The information is on the website and is copied below:

‘you should first register for this service with the reception team. This will enable you to book and cancel your Doctor’s appointments via the internet. You will need to take some photo ID (eg passport or driving licence) to the practice and complete a registration document. Please allow 15 minutes to complete your registration. Once you have registered, you can book appointments online’.

A patient asked if all were aware that double appointments could be booked and suggested that double appointments could be standard to help clinicians run on time. Although this would be appreciated by clinicians, it was not felt to be practical as there would be even fewer appointments available for patients.

There is a new musculo-skeletal provider in the area. Dr Wells clarified the way that patients are now referred to specialist services. Many of the services previously undertaken at the hospital are now offered to companies who tender for them to reduce the cost to the NHS. The resulting service is often available locally in the community, based in doctor’s practices rather than the hospital. Park View Health Partnership host urology, audiology, memory assessment services for the community and all of these have won tenders from the Clinical Commissioning Group.

Next meetings:

Wednesday 2 July 2014 5pm

Wednesday 3 September 2014 5pm