



Park View Health Partnership
Patient group meeting
Wednesday 8 January 2014 5pm

In attendance:
19 patients, Helen Corpe, Practice Manager

Helen welcomed everyone and asked how attendees had known about the meeting. Two patients responded to a text message, and 1 from an email. Twelve already had it in their diary.

Items discussed:

Care.data programme

Helen advised that a copy of the leaflet is available at <https://www.england.nhs.uk/our-work/tsd/care-data/>. If patients have questions or queries in relation to this leaflet, there is a patient information line on 0300 456 3531 which closes on 31 March. You cannot opt out of the programme on this line; patients should contact the practice directly in writing to register their objections.

NAPP

Helen reported that a patient had investigated this body - National Association of Patient Participation group. Someone would need to be a point of contact between the Patient Group and NAPP. The CPRG are keen that patient groups join this body. It offers a focused guide on managing a patient group, how to build membership and health awareness events. There is plenty of information online however. NHS Rotherham have a good guide and some useful links.

http://www.rotherham.nhs.uk/getinvolved/ppg_resources.htm. Mid Sussex Health Care also have a good site

<https://www.midsussexhealthcare.co.uk/ppg.aspx>. Helen will ask local practices about their experience of using NAPP. Patients were invited to look at the Patient Group page on Park View Health Partnership website and suggest content and updates. <http://parkviewhealth.co.uk/news.htm>

Patient survey

Patients were invited to comment on the results of the survey. The demographics of this survey were different to the previous one with many younger patients responding to the survey. The patient group made the following points:

- ☞ It was mainly a positive outcome, balanced well by a few negative comments
- ☞ The buddying system should be publicised more as many patients do not understand it or are aware of it
- ☞ It was felt that this was a general survey and some patients would prefer a more focused approach
- ☞ There is a problem with getting appointments at the practice, and the patients were open to the suggestion of seeing registrars
- ☞ Patients liked the triage system and found it useful

- ☞ Most referrals are sent off within 2 days of the patient appointment
- ☞ Patients who receive phone calls from GPs in the evening think this is above the expected service and are most grateful
- ☞ Patients have had a poor experience of the 111 service

What's happening in the practice

The next few weeks focus on collecting information about patients such as blood pressure monitoring and smoking data and patients were encouraged to attend these appointments when requested.

A&E attendance has fallen which is good news as it is something that we have been focusing on.

The Mid Sussex well-being service gave an interesting presentation to staff recently. The Patient Group are also keen to hear this and Helen will arrange it for a future meeting.

Next meetings:

Wednesday 5 March 2014 5pm

Wednesday 7 May 2014 5pm