



Park View Health Partnership  
Patient group meeting  
Wednesday 5 September 2012 5pm

In attendance:  
6 patients  
Helen Corpe, Practice Manager  
Dr Duncan Wells

#### Items discussed:

**Public engagement meetings.** Patient representatives are encouraged to attend. At the most recent meeting patients were invited to put forward their views about how the changes would affect or benefit them. It resulted in some lively discussion about how the cost saving measures in reducing referrals weren't to patients' benefit.

**Obtaining health advice when the practice is closed.** Some patients were not aware that there is GP advice available throughout the day and night. When the practice is closed, our out of hours service, Harmoni, provides doctor availability for advice, consultation and home visits where necessary. This covers evenings, nights, weekends and bank holidays. Phoning them instead of going to A&E and waiting is a good option for patients.

**Information boards.** It was suggested that these should have an obvious title to indicate what the posters were about so that patients could target their concentration on the most appropriate information more easily.

**Blood pressure check machine.** It was suggested that the practice invest in this equipment to be used in the waiting room. This has been considered many times but the problems currently outweigh the benefits.

**Changes at the practice.** Patients asked for information about new doctors/buddies, impact of financial cutbacks and details of new clinics coming up.

**Flu clinics.** Patients were encouraged to book their appointments at these Saturday morning clinics early.

**Contact details.** The practice is very keen to contact patients by email rather than post where appropriate and is gathering email addresses of patients. Patients were assured that this information would remain confidential and not be shared with third parties. Patients were asked how often they would like updates by text or by email. It has proved difficult to obtain details of patients who are not regular attendees at the practice.

#### Other items

Patients were advised that if they were happy with the service at the practice that they could comment on the NHS website on

<http://www.nhs.uk/Services/GP/PatientFeedback/SubmitRatingsAndCommentsView.aspx?id=43472>

Dr Wells was asked what he found frustrating being 'on the other side'. His answer included lack of NHS resources, the increasing expectation of patients for immediate resolution of their problems, and the problems of working in a small practice.

A coffee morning to raise funds for Macmillan is being arranged on 1 October, and if successful, further events will be arranged.