



Park View Health Partnership  
Patient group meeting  
Wednesday 7 November 2012 5pm

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

#### Items discussed:

**Summary care record.** There is an opportunity for a public information programme to be delivered to Park View Health Partnership patients at the beginning of 2013, advising them that they will have a summary care record to improve emergency care. Patients can opt out of this if they wish. However, the clinical information system at the practice cannot currently upload medical records to the central 'spine'. There is currently no funding available from the Primary Care Trust to move to a hosted system which would enable this to happen. Patients felt that the practice should take advantage of this opportunity, but perhaps word the letter to reflect the fact that the summary care record was not yet available.

**Patient survey.** We have had 190 responses to the patient survey, both on paper and on the internet. There are 81 responses that are completely anonymous, and a patient has offered to analyse these. The remainder will be done in the practice. The results of the survey will be discussed at the January 2013 meeting. There ensued a discussion about how to engage patients who didn't have access to the internet and didn't come into the practice. This was the first year that flu invitation letters had not been sent out, yet the clinics were still full. It was noted that patients do need to take some personal responsibility for their health.

**Practice changes.** A two week trial of a triage system, whereby requests for urgent appointments are managed by a GP phone call in the first instance, will be continued to the end of the year. It appears that many problems can be dealt with by telephone, thereby releasing appointments for others. Triage operates successfully in many practices, sometimes nurse led. Some GPs at this practice are less comfortable with telephone consultations than others. Patients were asked to give feedback if they came across this system.

**Early morning appointments.** These have been introduced on a Tuesday morning from 7.30am and should assist working people, especially those who commute.

**Multi Disciplinary Team meetings.** This is a new initiative by the commissioning group. Practices taking part will identify patients at risk of going into hospital, who may have worsening medical conditions, and proactively manage their care to prevent their admission. A software package stratifies the patients according to their risk and codes them red, orange, yellow and green. Those coloured orange and yellow are discussed by an extended practice team which may include community psychiatric nurses, social workers, the community matron and GPs. The role of the community matron was also discussed.

**Practice continuous improvement plan.** The Practice Manager is developing this and would be grateful for any suggestions of improvement. The text reminder service for appointments has reduced non-attendance by patients significantly, especially since the

introduction of the option to cancel the appointment by text. Frequent non-attenders with long appointments are called the day before to remind them.

**Other points.**

- Past newsletters are retained on the website for patient information.
- A new memory assessment service is available at Park View Health Partnership from the end of the month, for which GP referral is required.
- A trial of the Rapid Access Medical Unit at PRH next to A&E commences at the end of the month and is open Monday to Friday 9-5. GPs will refer into this for urgent patient treatment, rather than A&E. Members of the community patient reference group have been impressed by the pilot service.
- Blood group tests are available as a private blood test only. The NHS does not make this available routinely.

**Next meetings:**

All Park View Health Partnership patients welcome to attend

Wednesday 9 January 2013 5pm

Wednesday 6 March 2013 5pm