



Park View Health Partnership
Patient group meeting
Wednesday 9 January 5pm

In attendance:
8 patients
Helen Corpe, Practice Manager
Apologies from Dr Duncan Wells

Items discussed:

Musculoskeletal service patient feedback

JC has been attending the community patient reference group meetings. The musculoskeletal service in West Sussex is being revamped and patient feedback is requested at meetings held throughout the area during January. Posters are up in the practice about this. This is part of an on-going drive to improve patient input into services which are provided in the area so that patients have more say in how their health services are designed. Helen Corpe will put a note in the next newsletter about this.

Patient survey results

The results of the patient survey were reviewed. The group agreed that generally the results were very good. They were disappointed that there was a poor response (194/5075 patients completed the survey) and asked how many patients had attended the practice in the past year. (*Post meeting note - 78%*). There was some discussion about identifying carers and the support that the West Sussex Carer support team is able to provide. It was confirmed that there are two patient surveys a year carried out in and by the practice and that the next one will focus on GPs. All GPs will have to carry out a revalidation exercise to prove their fitness to practise medicine from both a peer and customer service viewpoint. Each GP will have to gain feedback from at least 50 patients using questions supplied by the General Medical Council.

Viewing personal medical records

There was some discussion about viewing personal medical records and the cost, timescale and clinical input required for this.

Frail elderly patient information

JC spoke about the new 'this is about me' questionnaire for frail elderly patients aimed at providing information for professionals who might care or support individuals, and can be used in an emergency. It's a lengthy document with lots of detailed information and has been trialled in Crawley. Helen Corpe enquired if it would be used in a 'message in a bottle' where 'do not attempt resuscitation' forms (DNAR) are kept. The group were unaware of either of these items. The DNAR forms are often mentioned during an end of life care discussion which your GP may have with you near your 70th birthday which may prompt thoughts about making a will, burial, dying at home etc. These are important but difficult discussions for a GP to initiate. The South East Coast SHA DNACPR principles indicate that, for a patient at home, a DNACPR order should be stored in a location which is easy to identify for an ambulance crew in an emergency. The DNACPR order is placed in the patient's fridge and an identifying sticker is placed on the back of the front door - ambulance crews know to look for the sticker (*post meeting note - the message in a bottle scheme is run by the Lions and more information is available from the Burgess Hill Lions club or via this link <http://www.bhdlions.co.uk/welfare/messageinabottle.html>*)

Practice information

Helen Corpe spoke about what has been happening in the practice in the last 2 months. The flu clinics were very successful and again Park View Health Partnership achieved the highest vaccination rate in West Sussex. This is attributed to hard work by the practice team, and the social occasion that it has turned into over the years. Patient registrations have increased again and there are now over 5000 patients on the register. Helen Corpe is keen to double this to maximise the capacity of the premises and thereby to improve the economies of scale and recruit more doctors and support staff. There have also been renewed discussions about installing a pharmacy on the site. The Brow surgery in Burgess Hill has recently closed to new registrations. It has, however, been an unusually quiet start to the year.

Telephone messages

One patient asked whether it was possible to leave messages on an answerphone when the practice was closed at lunchtime. Helen Corpe said that the current phone system was not configured to do this. Helen Corpe does not feel comfortable about messages being left because of the risk of misunderstanding or losing the information, and would prefer that patients spoke directly to the reception staff who could then pass a message on to the clinician via our clinical system for the clinician to call back. However, the request was noted and will be reviewed again when the telephone system is due for upgrading.

The meeting closed at 6.05pm

Next meetings: Wednesday 6 March at 5pm
 Wednesday 1 May 5pm