

## Patient Group Report 2012-13

### 1. Meetings

next meeting Monday 10th March 16.30pm

The group continues to meet regularly. Meetings take place 8-12 weeks apart and a new meeting time is arranged at the end of each meeting. Members other commitments require this flexibility.

Meetings were held on 24<sup>th</sup> June, 20<sup>th</sup> September, 30<sup>th</sup> October, 15<sup>th</sup> January and 25<sup>th</sup> March.

### 2. Members

There is currently a group of 8 registered patients, 4 male and 4 female, 4 White British and 4 South Asian, 5 in the 36-64 age range, 2 over 65 and 1 18-35.

### 3. Representation

The group has been advertised in waiting rooms, through consultations and on the website. Flyers are given out including the dates of future meetings, which are in an evening to accommodate those who work. The group have taken a dedicated notice board in the new centre. It remains difficult to attract younger members largely due to timing issues.

### 4. Survey

The group considered the GPAQ too long, and in the interests of encouraging a good response from patients chose in 2012 to cut out the questions about individual doctors and nurses, and focus on more general aspects, adding a question about getting results over the telephone.

The need to conduct an approved survey means the practice is using CFEP in 2013. The survey will be completed by 28<sup>th</sup> March and the results available to the group at their first meeting of 2013-14.

## 5. Priorities identified for 2012-13 and 2013-14

The group were advised of practice plans and invited to identify improvement areas including issues that arise in the surgery on a daily basis.

These were then prioritised on a needs basis, e.g.

Opening hours

Appointments

Complaints

Planned Practice Changes

Quality related issues

Patient Care

The major change in 2012-13 was the move into the new Girdlington Health Centre. The group were able to visit the site during construction and played an active part in organising the opening function on 22<sup>nd</sup> November.

A number of the issues prioritised by the group were taken on board from the opening of the new building:

- Opening hours extended until 6.30pm Monday to Friday
- Saturday morning opening 8am-11am introduced
- Number of appointments increased by 30 per week initially and by a further 20 from December
- All doctors same day and routine appointments on-line
- Prescription requests on-line
- A cafe was suggested but rejected by the practice
- Check-in and call screens provided at both sites

The current agenda:

- Self assessment booth – the proposed room is not suitable and either needs to be changed or another room identified
- Drop-in sessions – need to consider clinical team input
- Patient education in respect of the 111 service and electronic prescribing

- How core, enhanced and specialist services can be delivered in the future and new service development