

Notes of Patient Participation AGM

Thursday 6 July 2017

Present:

~~Kelvin Andrews, Joy Cooper, Trudy Emery, Brian Frederick, Gillian Gordon-Macintosh, Britta Holland, Alfred Levy, John Palmer, Richard Philp, Christine Taylor, Brian Tobin, Ken Warren, David Wheeler,~~

~~IMC Staff: Christina Ward, Dr Jane Hartree~~

~~Apologies for Absence:~~

~~Dr William Hollington, Jean Gunton, Brian Marshall, Christine Palmer~~

Minutes of Previous Meeting:

The minutes of the 6th April were approved.

Practice Update

Presently the practice has approximately 12000 patients which is over 800 more than last year. There have been 1300 new patients who have registered within the last year and 500 have left the Practice. This requires a new record and importing of the record from previous practice this puts a considerable strain on admin staff.

Electronic records are printed when a patient leaves the Practice and added to the paper records.

The practice plans to employ a paramedic who will triage patients wishing to see a doctor as well as seeing some patients thus freeing up GP time.

The National Patient Survey has rated the practice as 7th out of 51 in the CCG.

Summary of results

What this practice does best

96% of respondents would recommend this surgery to someone new to the area

Local (CCG) average: 77% National average: 77%

90% of respondents describe their experience of making an appointment as good

Local (CCG) average: 73% National average: 73%

66% of respondents usually get to see or speak to their preferred GP

Local (CCG) average: 53% National average: 56%

What this practice could improve

91% of respondents say the last nurse they saw or spoke to was good at giving them enough time

Local (CCG) average: 94% National average: 92%

98% of respondents had confidence and trust in the last nurse they saw or spoke to

Local (CCG) average: 98% National average: 97%

92% of respondents say the last nurse they saw or spoke to was good at explaining tests and treatments

Local (CCG) average: 91% National average: 90%

The full results can be viewed <https://gp-patient.co.uk/report?practicecode=E81036>

Election of Officers

There being no proposals for new officers

David will continue as Chairman

Richard as vice-chairman

No-one volunteered to be Secretary and so these duties will continue to be carried out by David and Richard

Annual Report

There have been 4 meetings since the last AGM with a very good attendance of between 12 and 15 at each meeting. A total of 19 patients have attended at least 1 meeting which shows a continuing interest in the PPG. There is a good gender split but the average age is above 60.

A healthy discussion has taken place during each meeting with a couple of speakers, Macmillan Rights and Caring for the Carers.

The Healthy Living Seminar and Strategic Transformation Plan have also been discussed.

A £500 donation to the practice was made by the Rotary Club and this has been spent on an INR machine.

Healthy Living Seminar

A seminar was held on 20th April covering Type 2 diabetes in the Weatherley Centre at which a number of PPG members acted as “meters and greeters”. This was a great success and a further event is planned for 26th October at St Johns Moggerhanger on COPD and Asthma.

Out of Hours

This service continues to have issues and was described as “not working” and “a shambles” since it has been run by Hertfordshire Urgent Care, HUC.

There are insufficient local GPs and at times there is no GP at Biggleswade Hospital and patients are having to go to Bedford.

If any patient has issues with the Out of Hours service these should be addressed to HUC, Tel 08445 605040 – option 3 or the CCG, Tel 01525 864430

Telephone Appointments

Where it is considered appropriate patients may be offered or request a telephone consultation which is clearly more efficient for both parties.

Seat Outside

Some members suggested it might be useful to have a seat outside the front door for patients waiting in the morning for the practice to open.

Topics for Future Meetings:

The following topics were suggested

The use of Pharmacists, perhaps with a local pharmacist giving a talk.

Sight Concern – a local charity which provides assistance and advise to the blind and partially sighted.

Bereavement Care

Paramedic – use within the practice

Date of Next Meeting:

5th October 2017