



MORDEN HILL PATIENTS GROUP

MINUTES OF MEETING – Tuesday 22nd January 2013

PRESENT: AC, CC, SP, LP, CB, BM, JA, SS, TM

Apologies: None - No virtual group members present

- 2 Minutes of last meeting agreed.
- 3 **Update on Practice** – SS informed Dr Abraham is the Deputy Chair of the CCG (Clinical Commissioning Group) and this requires him to be out of the surgery 1 day a week, Dr Green has now left which results in a shortage of GP's within the surgery. Telephone access can be especially difficult for staff to manage so patients will be encouraged to use telephone consultations, introduced to e-mail consultations and look to increase use of on-line booking. All consultations will be channeled via reception. In order to Re-coup money/savings the surgery plan to re-structure the geographical practice area regarding patient registration, this includes extending intake to Brookmil road and other surrounding areas. Patients will be able to use their post code to check if they are in the surgery access area. The PCT will be replaced with NCB (National Commissioning Board) by the end of April 2013. There will be a reduction in the Seldoc service and replaced with a (new NHS)111 service. SS also informed that GP practices will be teaming up and working together more in order to improve service delivery across borough. The surgery is now working with electronic dispensing which does have some teething problems but eventually will allow paper free and more efficient service, there will also be advertising for more patients. All agreed that the areas presented will help the surgery function more efficiently once IT issues have been resolved. SS informed the PPG will need to assist with informing patients about changes when people are available. All agreed to offer support.
- 4 **Discussion on survey questions** – SS presented the questions chosen by PPG last year with the view to either change or adds questions. **Q1-** possibly change booking appointments in advance by including options in line with e-mail and telephone consultations, this we felt would allow people to share their view about new systems introduced. **Q2-** Possibly remove views on telephone bookings. **Q3-** Possibly remove this as a question by providing information on new 111 services. **Q4-** Keep question about urgent appointments but include information on minor ailments option. **Q5-** Keep rate scale question. **Q6-** Possibly change question to reminding people to sign up for repeat prescriptions. **Q7-** Keep question about use of POD, however CB agreed to find a way to measure outcomes of usage using the new system. **Q8-** Keep question that helps monitor gender/age etc. BM highlighted that questions regarding carer's was not on the list so asked for this to be included as a 2 part question **Q9-** Are you a carer? If so have you informed your GP? SS agree/confirm.
- 5 **AOB** – TM raised a question regarding PCT sending out letters to patients who are not regularly using their GP's and the impacts of this. It was agreed that a major alert should be included on these letters to highlight the importance.

Next Meeting – Tuesday 12th March 2013@4.30pm