

Minutes – Patient Group
Wednesday 19th September 2012
7pm, Chalgrove.

Attendees: Ann Reed, Audrey Mainwaring, Dave Lee, Doreen Hobbs, Roger Beattie, Evelyn Chakera, Helen Moss-Black, Jacky Wagstaff, Jenny Tindale, Peter Grout, Marian Davis, Josephine Carrington.

1. Patient survey action plan 2011:

The objectives from last years patient survey were discussed –
Increase the number of patients registered for on-line booking, this has been advertised on posters in surgeries and on the new appointment cards. We currently have 672 patients who have signed up for on-line booking. It will also be added to the bottom of health check letters.

Increase awareness of Saturday appointments, there have been a lot of patients who have failed to attend on Saturday's, however many of the surgeries are full. Advertising on the back of the appointment cards and through newsletters to increase awareness. Dave is working with Google analytical to produce data on website hits.

2. Patient survey 2012:

After discussion, it was decided to mirror last years' process regarding content and distribution i.e. handed out in both surgeries for a week during November. This will give us a direct comparison against last year. However, it was also discussed about the possibility of extending the survey to local establishments such as drop-in centre, chemist etc. but keeping these results/findings separate to the 'usual' procedure so not to contaminate the analysis.

KH to contact the external questionnaire company to ensure costs are not significantly increased using this method.

3. Flu vaccination dates/ plan:

16th October; Chalgrove & 24th October; Watlington.

Flu invitation letters have now been sent, and posters are in surgeries and in local publications.

Last year over 400 email addresses were taken by group members on the day, which are used to send the newsletter electronically.

Suggestion this year is to promote on-line appointment booking.

4. Volunteer transport: Roger Beattie update:

Roger will be having a meeting with Jane Beard regarding the Watlington volunteer transport service which is currently experiencing some issues.

The Chalgrove service however is going really well and is very well received by the community.

5. Wasted appointments – no shows:

In the month of August there were 133 appointments which patients failed to attend, which was slightly down on July.

This equates to over 22 hours of missed appointments. KH to continue to put up posters to highlight to patients.

Letters have been sent to repeat offenders, and doctors and nurses are speaking with patients who regularly do not make their appointments.

Neil Topping had sent an email around after some research and speaking with a practice in West Oxfordshire. The majority of the responses obtained seemed to be that turning up was an option followed by the "no shows" saying that they were paying for the NHS through their taxes and their attendance was "discretionary".

The group were rather stunned by their response!

6. Dr Ashall – Locum:

Dr Victoria Ashall will be working as Dr Nicholson's locum for one month until Oct 18th. Dr Hoy will continue to Locum for Dr Neale on Tuesday's and Thursday's until the end of the year. The partners will make a more permanent decision on how to cover Dr Neale's responsibilities over the coming months.

7. 111 update:

If you call the surgery when it is closed you will now hear the message to call 111, this is the new out of hours number (the usual out of hours number is diverted to 111 so still works). It has been rolled out in Oxfordshire, but not currently in neighbouring counties.

This may cause some issues if calling out of area. The feedback from the 111 service has been very encouraging with reduced 999 calls as a result of more efficient call handling.

The hard launch i.e. being advertised to the public is planned for the coming months.

8. Gluten free prescribing:

From 1st Oct Oxfordshire GPs will only be prescribing bread and flour. In Oxfordshire we spend £350,000 each year on prescriptions for gluten-free foods for people with Coeliac disease. Nowadays, gluten-free foods are available in supermarkets and other retail outlets, and, as prescriptions for food aren't provided for other groups of patients (for example, diabetics), the Oxfordshire Clinical Commissioning Group has decided to review this service.

As a result, from 1st October it has been decided to continue to fund prescriptions for gluten-free bread and flour only.

This decision applies to both adults and children.

A letter will be given to relevant patients with their next prescription detailing reasons for the change and no. of units per month they are entitled to. Many patients seem to have information that the change is taking place.

AOB:

Reception staff can see some details on a patient's record. However, all practice staff are tightly restricted and governed by confidentiality regulations. They will only pass on details of results etc if instructed to do so by the GP and if they are normal.

Date of next meeting:

Wednesday 23rd January 2013. 7pm at Watlington.

Dr Gregory to do talk on dermatology.