

Minutes of the patient participation group 4th December 2013

The Group accepted the minutes of the last meeting.

There were no further suggestions for reaching hard to reach groups and increasing the diversity of the group.

The final version of the patient questionnaire was agreed and it was decided to give them out over a concentrated period of one week to everyone who came to the desk plus where possible anyone else in the waiting room. It was agreed that patients should be informed that it was the patient group who devised the questionnaire

It was suggested that the drop in baby clinic and family planning clinics should be targeted to try and get responses from younger patients

It was agreed that a spreadsheet would be prepared to record the results on and someone at the practice would input the data. It was hoped to obtain more than 200 completed questionnaires.

New services from April 2014. The group asked for information about changes to services. The practice manager explained about enhanced services about how the practice will be tendering for services under any qualified provider and that they will be open to any organisation to tender. The tenders would be fixed price but with no guaranteed volume. Other services will be single action tenders only open to GPs. It was also explained that some services would be commissioned by the Clinical Commissioning groups and some by the Local authority.

The group asked about complaints and how they were handled. The practice complaints procedure was discussed and how each complaint is discussed by those involved and learning points identified/. Every year the whole practice reviews complaints and looks at any these. Communication and mixed or conflicting messages are at the root of a lot of complaints.

Healthpoint – the group asked about referrals to district nurses etc. and the healthpoint service was described looking at both self referrals and clinical referrals. The website was looked at.

Screening – There was a discussion about how the practice could increase their bowel screening rates as this is an area which the practice is targeting this year to try and raise the rates of screening. Various reasons were put forward for why patients do not complete the screening kits.

The practice asked for feedback on the new display on dementia, dementia screening and services for carers. Identifying dementia earlier is a priority for the practice as well as supporting the carers.

The next meeting will be on Wednesday February 12th 2-4pm