

BANKFIELD PATIENT REFERENCE GROUP MEETING
17 September 2014



Welcome & Introductions

Six patients were present, together with Valerie Taylor (Practice Manager), Sarah Beeden (Practice Nurse), Rachel Lumb (Receptionist), Dr Emily O'Leary, Dr James Gray

The majority of the group were retired/semi-retired which is not a good representation of the Practice population. Notices and leaflets had been in the waiting room for some time and information is also on the Practice website. Val noted that the Practice Managers Group had sent a letter and leaflets to the Head Teacher at Brooksbank School inviting pupils aged 16+ to participate. A member of the group confirmed she may be able to persuade 2 or 3 teenagers to attend the next meeting and Val asked others to try and spread the word. It was agreed there should be a maximum of 15 members.

Priorities

Our priorities are to provide excellent healthcare for our patient population.

A member of the group had attended three of the Patient Forum Meetings, the last one held in August. A discussion had been around developing a programme called 'Closer to Home', which would see an increase in services with provision of services closer to where people live and in GP surgeries. Another had also attended an earlier meeting where the CCG had presented 'Right Care, Right Time, Right Place'.

Val informed the group of changes taking place within the Practice. Dr O'Leary and Dr Mattocks had recently joined the Practice following Dr Clarkson's retirement; Dr Gray joined the Practice last year. Dr Parmar will be retiring in January and Dr Bylina at the end of March or in May and that we are currently recruiting for their replacements.

Also, a Receptionist had left to continue studies at University and we are currently advertising for a replacement.

Patient Access/Satisfaction with Care (National GP Patient Survey Results 2013)

GP Patient Survey questions 03, 28, 36	%	CCG Baseline
Generally how easy is it to get through to someone at your GP surgery on the phone?	77.10	72%
Overall how would you describe your experience of your GP Surgery?	93.30	87%
Do you have a written Care Plan?	0.90	10%

Report July 2014 (Aggregated data collected from Jul-Sept 2013 & Jan-Mar 2014)

- 301 forms distributed
- 121 completed forms received – 40% response rate

	%	Responses
Generally how easy is it to get through to someone at your GP surgery on the phone?	Easy – 81	126
Overall how would you describe your experience of your GP Surgery?	Good – 93	124
Do you have a written Care Plan?	Yes – 1	120

It was suggested that patients who had responded to the question regarding a Care Plan may not have had one or known they had one. Dr O'Leary noted we are being encouraged to do Care Plans more and more on selected patients, usually those with long term conditions, which helps patients manage their condition(s).

The Practice currently has 7966 registered patients with age ranges noted below:

Age Range	Male	Female	Total
0-65	3293	3381	6674
66-75	345	385	730
76+	216	346	562

The group were surprised at the number of patients registered at the Practice.

Terms of Reference

It was agreed the group should meet biannually; there should be an open dialogue with information and ideas. A member of the group remarked that information in the surgery was very good. There is a comments box in the waiting room; however, comments are not always very constructive.

A draft Terms of Reference will be forwarded to group members to be edited for our purposes.

Gathering Feedback

It was proposed that a patient survey be carried out and the results discussed at the next meeting. Val will source a survey previously used and forward to members of the group for consideration.

Any Other Business

Saturday Morning opening for GP Surgeries has been in the news for some time.

Dr Gray noted that the surgery did open for around 12 weeks during the winter months; the service was commissioned by Calderdale CCG to alleviate pressure on A&E. Patients who telephoned 111 or attended Out of Hours at A&E were redirected to the Practice. It is likely the service will be commissioned again and we are waiting for further information from the CCG.

Val thanked everyone for attending our first meeting