

Minutes of Bethesda Patient Reference Group Meeting

09 January 2013

Held at Darwin Court

Apologies: 4 Members

Present: 9 Members. Rachael Cousins, Sue Clarke .

Patient Questionnaire

Rachael informed the group that the Patient Questionnaire was due again and that the end of January is an ideal time to do this as fewer GP's are on leave.

Sue had previously emailed the group with last years questionnaire so that they could have a look before the meeting to think about any changes.

Rachael said that following last years questionnaire feedback the outer surgery doors were opened at 8.15am so that in bad weather there is shelter available. There is now a folder behind the reception desk with copies of all the Plasma screen slides for patients to look at if they request it.

The group then went through the questionnaire .

Suggestions for improvement to the questionnaire were :

Would it be possible for patients to generically request a call back from any GP if their own was not in surgery?

Rachael said that the software may not be able to accommodate this but that she was now able to put a message on the website informing patients if there GP is away.

XXX said that Dr Martin was out of surgery a lot and often had locums that don't know her history and that she had had appointments with Dr Martin's locum but still seen him in the surgery. Rachael explained that Dr Martin works 3 sessions a week for the CCG (all day Tuesday and Thursday morning) and provides a locum to cover his sessions for

those times but he would still be at the surgery himself as the CCG is based at Bethesda. Rachael informed the group that Dr Carrick Richards had joined the surgery on 2 January taking over Andy Blease's patients and he would in fact be covering as Dr Martin's locum every Tuesday.

XXX and XXX both mentioned that it needs to be stressed to the patients that questions 10 onwards need to be filled in after the consultation with the GP.

Action: *Rachael to add note to questionnaire to this effect.*

Question 10 –could another box be added asking if the consultation with the GP was for an acute problem or an ongoing problem.

Action: *Rachael to add*

Question 11- could another box be added to ask the patient if they feel that they receive enough follow up after the consultation

Action: *Rachael to add*

Question 13 – XXX asked if the "How old are you?" question could be replaced with age range boxes for patient to tick instead .

Action: *Rachael to change.*

XXX suggested that maybe a question could be added asking if patients were aware of how to make a complaint to the surgery or how to give feedback.

XXX suggested that the questionnaire was made available for patients to access on the website as the website has a language translation option, so the questionnaire would be available to non English speaking patients to complete, with the added option of them being able to say if English is not their first language how difficult it was for them to understand their consultation.

Rachael said that we are looking at issuing the questionnaire weeks commencing 21st and 28th of January and asked if anyone may be able to help in the Reception area with giving them out. XXX and XXX said they could help. XXX said that both him and XXX should be able to XXX said if he was not working he may be able to and XXX said providing her health permits she may be able to help in the afternoons.

Following the completion of the questionnaires, Rachael will compile the results and then the group agreed that we would meet again on Wednesday 27th February 2013 at 10am to discuss them.

Action: *XXX to book the room at Darwin Court.*

AOB

XXX said that if a GP declines specific treatment or referrals it is not always made clear whether the reason is because of the GP/CCG or PCT.

XXX asked if it would be possible to have photographs of the GP's on the Plasma screen as they do in the Grange Surgery.

XXX and XXX said that 3 people from Darwin Court had taken XXX up on his offer of showing them how to book appointments via the website so XXX would be arranging this with XXX

Mission Statement

“Good Communication “