



Patient Reference Group

Thursday 8th December 2011

14:30

A G E N D A

1. Welcome and Introductions
2. Purpose of the Group
 - a. Why have a group
 - b. Types of Participation
 - c. Ground Rules
 - d. What it is not
3. Patient Survey - Things we need to know
4. GP Led Commissioning – What it means for the practice and what it means for the patient
5. A typical day for a GP
6. Practice 'Did not attend' rates
7. Interesting Facts:
 - a. A&E - The cost of 'Did Not Wait'
8. Any Other Business
9. Date & Time of next meeting: Thursday 2nd February 2012 Time TBC

Stanley Medical Group

Minutes of Meeting Patient Reference Group

8th December 2011

Present: *Patients:* Christine Blackburn, C Sandhu, Harry Rutherford, Trevor Alexander, Rose Bambridge, Paul Routledge, Jean Carter, Ian Dockerty, Pat Church.

Staff: Sue Elsbury – Practice Manager (chair)
Dr John Bisson – GP
Gemma Fletcher – Practice Nurse

Apologies: Moira Wears, Alma Milburn, Alana Coxon, Tony Waddell, Ann Powell
Christopher Powell

- 1) Welcome and introductions. The group introduced themselves for the purpose of the new members
- 2) We set out to establish our Terms of Reference, to include items 2a, 2b, 2c and 2d on the agenda. A draft version was presented to the group and agreed in principle. Members have 14 days to inform any further changes until it becomes an established document.
- 3) The group reviewed a sample of a typical patient survey, which gives the patient the opportunity to comment on the practice (including Access), the individual clinician, the staff and other practice polices, including an opportunity to inform of any improvements which could be made. All agreed that it covered all of the elements needed. We discussed the reasons for doing the survey, and agreed to return in 6 weeks to review the results.
- 4) GP Led Commissioning – Dr Bisson gave an overview of how GP Led Commissioning will look once the SHA and PCT have disbanded in 2013, explaining that Derwentside have joined with Durham and Chester-le-street to form North Durham CCG (Clinical Commission Group) serving approximately 240,000 patients. We explained about money following the patient for payment of care, rather than local hospitals being given money as a block contract and how this benefits the patient. We also talked about some of the services we offer in house eg. Minor Surgery. Some of the group were not aware of this therefore we agreed to discuss this and think of ways to make this more widely publicised. In the meantime we signposted to our website which has a copy of our entire practice leaflet.
- 5) Dr Bisson gave the group an insight to a typical day of a GP, covering a list of tasks that need to be done during the day, as well as the 2 x Surgeries of 15 patients. The list included the additional jobs many of the individual consultations generate eg, actioning blood test results, reading hospital

letters, home visits, completing reports, attending court, attending meetings, professional development (keeping up to date) plus lots more.

- 6) We reviewed a list of patient numbers who repeatedly DNA (do not attend) their appointments, despite confirmation texts, reminder texts and sometimes letters or phone calls. We explained that the problem is not easy to solve, as we cannot remove patients from our list, however the group suggested that we should reinstate our message on our media board and newsletter for patients to read, stating how many missed appointments that week or month.
- 7) We shared some data from A&E which indicated that between April 2011 and September 2011 we had 69 patients how had attended A&E but left before treatment. We agreed that his was probably in view of the waiting time however were unaware that £59 is charged against the practice budget each time this happens (totalling over £4000 so far !) Again, it was suggested that that was publicised on our media boards. The group raised the fact the NHS budget / resource is everyone's responsibility therefore it is important to publish this type of data.
- 8) i)The group were asked if they would like to participate in another Patient Group that would represent North Durham CCG. It was suggested that Chris Brown and Juliet Carling attend our meeting to give us more information.
ii)The group were asked what other types of information they would like us to share, or would like to discuss. We agreed to identify some of the data that compares us to other practices. SE and JB to discuss further
iii) Our opening times were discussed. We informed the group of our early and late finishes. Our Nurse Practitioner service was also discussed however it was decided to discuss this, and our other nursing services, at our next meeting, as some members of the group were not clear how she differs from a practice nurse.
iv) Our online appointment booking and prescription ordering was commended. Not all of our members were aware of this therefore we agreed to publish this in our next newsletter
- 9) Date & Time of Next Meeting: 23.2.2012 2.30 pm