

Grosvenor and Gresty Brook Medical Centres

Patient Group Meeting

Tuesday 15th January 2013

Attendees

Dr A Spooner
Caroline Harley
Trevor Gomersall
Rachel Lloyd

Apologies

Sylvia Davey

Practice Survey 2013

The group recapped on the areas covered by the 2012 survey. These included the appointment system, opening hours, and getting through on the telephone. At the last meeting there were discussions around a number of changes within the practice that had impacted on the appointment system. Since the last meeting the practice has also moved onto the EMIS web system which resulted in a four week period during December 2012 and January 2013 of the practice working in an entirely book on the day system which was not the normal way of working. The on-line appointment booking system also had to be turned off. Some appointments also had to be blocked for Doctors to be trained on the system which had an impact on the number of appointments available. Overall due to the issues encountered over the last twelve months the changes made to the appointment system in the Spring of 2012 and not resulted in the expected improvements which was disappointing.

Dr Flemming, one of the female GPs, has now gone on exceptional leave for three months but the practice has been able to engage another female Doctor to cover Dr Flemming's sessions. At the time of the meeting the appointment system was only just returning to normal so it was felt that leaving questions in around the appointment system would be worthwhile as last year's information would provide a benchmark.

The group discussed what other questions the panel would like to ask the practice patients in the 2013 survey. It was agreed that the practice would use a modified version of last year's questionnaire but to include the questions around getting an appointment and opening hours. This would provide information to compare to last year's survey along with new areas for the panel to consider. It was proposed that next year the panel would like to consider questions around the facilities at the practice. The questions were then reviewed, revised accordingly and new ones added before being agreed by the attendees of the meeting. A final draft of the survey will be sent to panel members in the near future for sign off.

The group agreed that the survey will take place Monday 4th February until Friday 15th February. Paper copies will be available to complete in both surgeries, online via

our website and on the touch screen at Gresty Brook (providing it is up and running). The practice would look into setting up the touch screen at Gresty Brook.

Interactive Touch Screen at Gresty Brook

The set up of the screen is nearing completion. The practice just needs to purchase a WIFI receiver, install it on to the computer and arrange for the screen to be safely attached to the wall. This can then be used for a whole rolling programme of surveys to gain on going feedback about the Practice from patients. It could also be used to update patients on services to be provided by the local Clinical Commissioning Group and about NHS Choices.

November Patient Group Minutes Emailed to Virtual Panel Members

Rachel advised that she has received one response to the email sent out to our virtual panel. This was from a lady expressing interest to join group but is unable to attend daytime meetings due to full time employment. As a group the panel felt that they should trial an evening meeting as this may encourage more patients to join the Group or the virtual group.

The next meeting has been arranged for Monday 4th March at 6.15pm. This will be to go through the survey results and based upon the outcomes create a practice action plan.