**Patient Forum Minutes**

**16th June 2015**

**Attendees:** David Burton, Sheila Harris, Iris Connaughton, Patricia Thomsett-Jones, Colin Hampson-Evans, Alan Wright, Steve Mahoney, Moyra Carey, Linda Shaw, Marion Vause, Cynthia Rosser, Judith Hardy, Joyce Lambert, Jenny King, Alan Prior, Patricia Binsted, Debbie Revell, Alan Grinsted, Hugh Axton & Carl Harris

Dr C Mah – GP Partner

Mrs L Betts – Practice Manager

Miss R Halpin – Assistant Practice Manager

**Apologies:** Sue Falconer, Eira Martin, Christine Brownridge, Valerie Bligh, John Surridge, Mr & Mrs Venables, Mr & Mrs Graham, John Senicle, Peter Cross, Linda Ridgeway, Barbara Parkins, Mr & Mrs Hartley & Brenda Donald

1. **Matters arising from the minutes of the last meeting**

None

1. **Feedback from members of the Deal Health Patient Forum**

Cynthia Rosser spoke to the group about a recent Deal Health Patient Forum meeting which she had attended on behalf of the Balmoral Surgery Forum Group. Cynthia informed the group that at the last meeting the group had a speaker, Christine Smith from the South East Commissioning Support Unit, who spoke to the group about the Medical Interoperability Gateway (MIG). Cynthia told the group that the MIG is an online viewing platform which enables health professionals to view patient records in other settings, for example the hospital being able to view a patient’s General Practice record. The MIG is a view only system, and notes cannot be copied or printed from this viewer.

Cynthia continued to tell the group that three of the four Deal surgeries in Deal are now signed up to the MIG, and East Kent Hospitals now have access to the records of all patients from those Deal surgeries. The MIG consent policy is consent at the point of access. This means that it is usually used when a patient is with a clinician and the patient is asked by that clinician whether they consent to their record from another health care setting being viewed. The only exception to this would be is a patient was unconscious, and it was thought that it was in the patient’s best interest to look at their record using the MIG. However, Cynthia added that if a patient has opted out of the Summary Care Record then they will automatically be opted out of the MIG. Cynthia told the group that there are strict policies in place to ensure that only clinicians with a legitimate relationship to the patient access patient records, and practices are notified if there is any inappropriate access to records and practices would then look into this and take disciplinary action against staff if needed. Cynthia said that the Deal Health Patient Forum all felt that the MIG was a positive development. Lesley informed that the group that at the moment it is mainly being used by hospital pharmacies to find out patient’s medication if they are seen in the hospital and are unsure what their up-to-date medication is.

For the rest of the meeting the group broke into small groups and in their small groups members were asked to think about four things, questions that should be included in this year’s patient satisfaction survey, topics or speakers for future meetings, questions to ask Dr Mah and ideas for Patient Forum “drop in” sessions.

1. **Questions or topics for this year’s patient survey**

Each group was given a copy of last year’s survey to look at and a couple of the groups went through last year’s questionnaire and highlighted questions that they thought should be asked again this year. Some of the groups had discussed new questions that could be asked in the questionnaire and these were as follows;

**New questions;**

1. **Are you happy with the practice environment?**
2. **If the practice were to hold seminars or particular diseases/conditions would you attend?**

Lesley and Becky will use the feedback from the group to create this year’s Patient Satisfaction Survey and the group will sent a copy of this for their approval before distribution.

1. **Topics for future meetings**

The groups came up with the following suggestions for topics or speakers for future meetings;

1. **Talk about the District Nursing Service and what patients should expect from this service –** *Several members of the group thought it would be useful if we could get a speaker from the District Nursing Team to explain to the group what patients should expect from the service as there was negative feelings amongst the group about the recent service that had been provided.*
2. **Talk about the future of Deal Hospital**
3. **Cancer Talk – From either the cancer service or a cancer charity**
4. **Speaker from the Carer’s Service**
5. **Talk on Dementia/Alzheimer’s Disease**
6. **Talk about weekend cover and out of hours availability**
7. **Questions for Dr Mah**
8. **What services should patients expect?**

The group that asked this question had concerns that patients did not always know what services the surgery offered to patients, and were also not aware of national screening programmes. In addition they thought that there was often confusion from the media regarding what patients think that their surgery can offer, and what they do offer. Dr Mah explained to the group that in addition to core services, practices have the option to sign up to provide enhanced services and it is these services that can vary between surgeries. He added that if something is not an enhanced service that we have agreed to provide, then it would be up to a doctor whether or not something is clinically indicated and whilst it may be advertised in the media that patients can expect to receive certain tests, for example cholesterol tests, this will only be considered on an individual basis following a doctor/patient conversation. It was decided that the Practice will advertise the enhanced services that the practice does offer and also the national screening programmes that are in place and the age groups that these programmes are applicable to.

1. **Have we got adequate man power at the moment?**

A group asked Dr Mah whether or not we have enough doctors at the moment as they had heard there was problems nationally with recruitment of GPs. Dr Mah informed the group that at the moment, Balmoral Surgery has enough doctors. Dr Sharvill and Dr Singh have taken 24hr retirement, and have reduced their hours, Dr Eastbrook has increased her sessions and Dr Mah felt that we retained enough clinical sessions for provide care to our patients. He added that in other local towns there have been problems recruiting new GPs to fill vacancies from retirement, but at the moment Balmoral has not had this problem.

1. **What effects will Buckland Hospital have on Deal Hospital?**

Dr Mah informed the group that although some outpatient clinics have moved from Deal Hospital to Buckland, the Ward, Minor Injuries, Physio and X-ray will remain at Deal Hospital.

Dr Mah continued to say that there are already plans in place to use the space left by the removal of some outpatient clinics. The plans include making Deal Hospital a “hub” where patients can access many services in one place, include social services, housing co-ordinators, voluntary organisations and Turning Point.

One of the group asked whether the Mental Health Services will stay where they are. Dr Mah explained that the Mental Health Unit is actually completely separate from the Hospital, and will remain where it is.

1. **Has communication improved between primary and secondary care?**

Dr Mah did not feel that communication has improved between primary and secondary care. He felt that he still has to chase letters and results that should have been received. He informed the group that this is something that has been raised to the Local Medical Committee by local GPs and the Clinical Commissioning Group will be meeting with the Hospital Trust to discuss this issue.

1. **Ideas for Patient Forum “drop in” sessions**

Lesley explained to the group that she and Becky thought it would be a good idea if every so often we had a Patient Forum Member based in the waiting room to speak to patients about the Forum Group and any other topics which the group felt that patients would like to be informed about. Lesley asked the Forum Group if members could have a think if they had any time to spare to come into the surgery and do this. The frequency of the drop in sessions will depend on the availability of Patient Forum Members, but it was hoped that we could start the drop in sessions when we are handing out our patient survey so that members can also help distribute these surveys to patients, as this has previously led to a greater amount of questionnaires returned.

The group considered things that they could talk to patients about at these drop in sessions and came up with the following ideas;

1. **Up to date information about the practice – e.g. Informing patients about booking your appointment online/ordering repeat medication online**
2. **Talking to patients about consent**
3. **Encouraging patients to join the forum**
4. **AOB**

None

**Date of next meeting: 20th October 2015 – Attended by Sue Baldwin to talk about Deal Hospital Services**