

Patient Forum Minutes

16th October 2018

Attendees: Alan Wright, Gerry Carter, Colin Hartley, Linda Chapman, Steve Mahoney, Marion Vause, Iris Connaughton, Cynthia Rosser, William Graham, Maureen Graham, Alan Prior, Edward Goldring, Pat Thomsett-Jones and Edwina Russell

Dr I Sparrow – GP Partner

Lesley Betts – Practice Manager

Rebecca Seaman – Assistant Practice Manager

Apologies: Joyce Lambert, Moyra Carey, Susan Falconer, John Surridge

1. Matters arising from the minutes of the last meeting

None

2. Feedback from members of the Deal Health Patient Forum

Cynthia spoke to the group about her recent meeting Deal Health Patient Forum meeting which she and Iris Connaughton had attended.

3. Speaker – Katherine Manser, Care Navigator for the Deal Locality

Katherine Manser, a Care Navigator, spoke to the group about her role in the Deal Locality. Katherine is a Care Navigator who is employed by Peabody Navigator and Link Services. Katherine explained to the group that the aim of her role is to help people remain living independently and reduce isolation by linking people to social opportunities in the local area and is a free, impartial service.

Katherine will arrange a one to one meeting with patients and they can talk in confidence about what help they feel they need. She will then let patients know the options available to them. She can assist with housing problems, care assessments, equipment hire, meals on wheels, befriending services and is a trained advisor. Katherine can also help patients look at what financial help they may be entitled to and help them complete benefit application forms. Often patients are referred to Katherine following a hospital stay, but patients who have not been in hospital can also be referred to her.

Katherine can take referrals from the GPs, other health agencies (e.g. District Nurses) or patients can self-refer by calling her on 07773474188 or emailing her at carenav.doverdeal@nhs.net. Katherine is only employed for three days a week, but due to the success of the role another Care Navigator has just been recruited for Dover and Deal and she works five days a week.

Balmoral Surgery has a member of staff who is a care co-ordinator and Katherine and Mandy, our care co-ordinator, work extremely closely. Mandy is responsible for arranging bi-monthly multi-disciplinary meetings which are attended by a range of health and social services. Often one of the

outcomes of these meetings is that a patient could benefit from a visit from Katherine, who can assess what help a patient may need and refer appropriately. The GPs at Balmoral will also liaise with Mandy about patients who may benefit from Katherine's services and she will liaise with Katherine about the patient.

The GPs at Balmoral Surgery have been extremely impressed by both the role of the Care Navigator and our Care Co-ordinator and feel that these roles are very beneficial to patients.

Lesley and Becky thanked Katherine for attending the meeting and explained if anyone has any further questions about the service, or feel that this service may be appropriate for a friend or loved one, they should contact Katherine.

4. Patient Survey Action Plan

All of the group were given a copy of the recent Patient Satisfaction Survey Results to look at. Becky thanked the patient forum members who helped hand out the questionnaires in the waiting room this year. Sadly our sample size was still very low considering the size of the practice.

The results on the whole were however very positive and very similar to previous years. One of the areas where we did not do so well was access. Lesley explained to the group that Balmoral Surgery has undergone quite a few GP changes over the last few years and she explained to the group that there is a national GP recruitment crisis at the moment. Over the last few months the practice has advertised in national medical journals, but they did not receive one application for the advertised post. However things are looking a bit brighter for Balmoral Surgery as through other means we have been able to recruit one salaried GP (Dr Billie Murphy) and one regular locum GP (Dr Rebecca Pryse). Both GPs are new to the area and very much looking forward to starting at Balmoral Surgery. Dr Murphy will start working at the Practice on 13th November and will work for 2 days a week and Dr Pryse will start on 30th October for two days a week.

Following the results of the Patient Satisfaction Survey, Becky and Lesley asked for the group's input in devising an action plan. The action plan last year was to produce a leaflet for patients on the new models of care, specifically introducing patients to our Paramedic Practitioner who many patients are able to see instead of a GP. We also aimed to improve communication with our patients through increased use of our text messaging software.

This year's questionnaire results were very similar to previous years and therefore it was deemed difficult to produce an action plan this year. The group decided that again we should promote the new models of care in the surgery, as the results showed that 55.6% of patients were still not aware of the other healthcare professionals working in the practice. The second action decided was to promote online services again, as comments from the questionnaire mentioned difficulties with gaining access to the surgery on the telephone in the mornings. The practice will also continue to work with the clinical supplier to ensure that any faults online services are reported to the company straight away and patients are made aware of any problems. Thirdly the group thought that we should produce a questionnaire which asks patients whether or not they would like to attend the Patient Forum Group if the time were different. Two of our members, Cynthia Rosser and Iris Connaughton, volunteer in the waiting room once a week and both of them have spoken to patients about the group, but have found that certain groups of our practice population are unable to access

the group due to the time of the meeting. Therefore we will compose a questionnaire which asks patients whether or not they would be interested in being part of the group, if the group was held at a different time. Some of the group suggested the possibility of a virtual patient forum group for those who cannot attend, but Becky explained that we had tried this in the past and received no interest regarding this.

Becky informed the group that as well as the annual Patient Satisfaction Survey the surgery also asks patients to complete the NHS Friends and Family Test. Becky explained that we have recently started sending a link to this survey to patients who have a mobile number. If a patient is sent an appointment reminder via text message they will receive a second message two hours after their appointment which asks them to complete the Friends and Family Test. Patients are also able to complete the survey via paper in reception. The Friends and Family Test is just one question "How likely are you to recommend your practice to your Friends and Family", it then gives patient the option to leave a comment to explain why they gave the rating that they did. Becky told the group that we are getting a lot of feedback via the Friends and Family Test and the ratings and comments are extremely positive. In September, 59.6% of respondents said that they were "Extremely Likely" to recommend the practice and 29.5% were "Likely" to recommend the practice. At the time of the meeting the practice had only been doing this survey for one month so did not have much data, but explained that next year when we construct the action plan following the annual Patient Satisfaction Survey, we will also show the group the comments and feedback that we have received from the Friends and Family Test to help produce an action plan.

5. AOB

None

Date for next meeting: 12th February @ 6pm