**Patient Forum Minutes**

**17th June 2014**

**Attendees:** Mr & Mrs Venables, Alan Wright, Helen Clayson, Shelagh Muggeridge, Brenda Donald. Cynthia Rosser, Sally Parsons, Stephen Parsons, Steve Mahoney, Eira Martin, John Senicle, Peter Cross, Edward Goldring, Terence Cook, Adam Murray, Jacqueline Leach, Iris Connaughton, Linda Ridgeway, Hugh Axton, Patricia Thomsett-Jones, John Clapson, Barbara Parkins, Linda Chapman, Marion Vause, Carol Barker, Liz Johnston & David Burton

Dr C Mah – GP Partner

Mrs L Betts – Practice Manager

Miss R Halpin – Assistant Practice Manager

**Apologies:** Mr & Mrs Bligh, Judith Hardy, Sue Falconer, Moyra Carey, Christine Brownridge, Sue Wheeldon, John Surridge, Ruth Pascoe, Steve Chapman, Mr & Mrs Hartley, Colin Hampson-Evans, Mrs Murray and Ann Whittington

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

At the last meeting Ms Rosser explained to the group that at a Deal Health Patient Forum Meeting, the group were informed that there was a possibility that pre-operative assessments could be done in Primary Care, rather than patients having to travel to their nearest general hospital. Becky explained that the Practice has had no further information about this. Lesley has chased it with the CCG, but they were unable to give any details on the development of this idea. Lesley will update the group, when she hears anything else about this.

Time was spent at the last meeting discussing the possibility of the surgery having an email address, or contact form on their website for patients to use. Becky informed the group that we have liaised with other surgeries who have this, to gain advice on how to manage this, and it is something that we are hoping to introduce, but we will not do so until we are sure that all information governance and confidentiality issues have been addressed and that we have adequate staffing levels to ensure that messages are responded to in a timely fashion.

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

Ms Rosser and Mrs Donald represent the Balmoral Surgery Patient Forum Group at the Deal Health Patient Group. Ms Rosser gave feedback about the last meeting that they attended. She explained that someone was meant to talk to the group from Healthwatch, but at the last minute they were unable to attend. Ms Rosser informed the group that a meeting had been arranged recently for local Deal residents about the future of Deal Hospital, but this meeting was extremely poorly attended as the meeting was not publicised until one week after the event. The CCG had given an interview to the EK Mercury informing them of the meeting in a timely fashion, but unfortunately the EK Mercury did not print this until after the event. Ms Rosser informed everyone that the CCG have said that they will ensure that this does not happen again, and that meetings are publicised in advance of the meeting. The Deal Health group also discussed negative experiences that patients have had with the 111 service and this was fed back to Brian Walsh who is the lay member of the CCG Board.

1. **Plans for questionnaire for this year’s survey**

Lesley informed new members of the group that the Practice distributes a survey every year to patients to gain feedback on the surgery, and the surgery always seeks the Patient Forum Group’s views on what should be included in the survey. Every member of the group who was present at the meeting was given a copy of the proposed questionnaire for this year and Lesley asked members to take this home, read it and contact us with any feedback that you have.

Becky explained that we have made the questionnaire slightly shorter this year as previous experience has shown that patients usually complete them whilst waiting for an appointment, and often do not complete the questionnaire as they get called in for their appointment. The practice has removed questions where actions of improvement have been taken, such as awareness of Vision Online Services and we have included questions which are relevant to recent changes in the practice, such as electronic transfer for prescription.

Becky explained to the group that we hope to have more questionnaires completed online this year, as this reduces the amount of paper that is used, and staff resources to analyse the questionnaires. The number of patients who have signed up to Vision Online Services has shown that a high percentage of the practice population have access to the internet, and therefore we feel that the questionnaire should predominately take place online. However the practice will still offer paper questionnaires to those who do not have access to the internet and the questionnaire will also be available in larger font if necessary. The questionnaire will be distributed for a two week period in July.

1. **Update of Primary Care Projects 2014/15**

Dr Mah spoke to the group about the many projects that are taking place in Primary Care this year. He began by explaining to the group that resources are currently extremely stretched. He continued to state that 10% of our practice population is over 75 years old, yet this group consume 40-50% of the NHS budget. He explained that projects are being targeted at this group to ensure that money is being used as effectively as possible for this group, and to try and improve the patient experience that this group have. There are two pieces of work taking place which focus on patients over the age of 75 years. The first is a contractual requirement for patients to have a named GP who is considered the main professional co-ordinating that patient’s care. Balmoral Surgery are working with all the other Deal practices on the second project which is being taken forward as a locality, as we believe it will lead to better outcomes and there will be more resources available. The aim of the project is to reduce unplanned hospital admissions for patients aged 75 years and over, by ensuring that care plans are in place for professionals to refer to and that there are alternative pathways for the patient to follow, rather than hospital admission when appropriate. Dr Mah added that there is another project taking place in Primary Care which also focuses on reducing hospital admissions, however the cohort for this project is the top 2% of patients who have had unplanned admissions to hospital in the last year and so can be patients of any age who have been into hospital previously.

Dr Mah explained that Practices are trying to work more closely with Care Homes. As the staff in residential homes are not medically trained, care homes sometimes generate a lot of 999 calls and this results in a traumatic experience for patients.

Dr Mah also explained about the Better Care Fund from the Government. This fund focuses on merging health and social care, with the aim that in future the budgets for these services will be merged to provide more joined up working. Following on from this Dr Mah told the group about the Prime Minister’s Challenge Fund. South Kent Coast CCG has won a bid from this fund. The fund aims for practices to develop ways of working so that are open from 8am to 8pm seven days a week. The CCG plan to start this project in Shepway, but eventually it will be piloted in Dover and then maybe in Deal as well, if it is successful.

Information sharing is key to the success of these projects. One of the aims of the projects is that by creating a care plan for patients, this will reduce unplanned admissions. However this will be only be the case if this care plan is available for other health professionals, including the out of hours team and paramedics. Therefore there is a lot of work being done which focuses on using the Medical Interoperability Gateway (MIG). The MIG acts as a viewer to patient’s records in other health settings, for example the hospital will be able to use this to view an agreed amount of information from a patient’s primary care records etc. The MIG has been used in Thanet by the hospitals and paramedics and has been found to reduce admissions by 17%. The group had some questions regarding consent and confidentiality. Lesley emphasised that the MIG is a viewer and no information is actually leaving any of the health sites, it is just being viewed as a one off. Also she added that before any clinician can use the MIG to view a patient’s record, the patient will be asked for their consent, and if they decline the clinician cannot look at it. Any patient who has already opted out of the Summary Care Record, will automatically also be opted out of the MIG project.

Dr Mah then spoke about the telephone triage that we are currently trialling. Part of the group’s action plan from the last survey was to look at alternative appointment systems and hence we are trialling a new way of working. The pilot is currently taking place on Fridays. If a patient rings for an urgent appointment on this day, they will automatically be added to a list for a doctor to call the patient within the hour. The doctor will try and deal with the problem over the phone, and if this is not possible, they will book the patient in with a doctor that day. So far this pilot has been successful and has also reduced the number of out of hour’s calls over the weekend. The practice will soon be trialling this on another day of the week.

1. **Future of Patient Forum – Dr Chee Mah**

Dr Mah emphasised the importance of Patient Forum Groups in the future of Primary Care. He asked the group how they thought that we would expand the size of the group and a discussion was held regarding a “virtual group” or an online discussion forum. Becky will look into these options and feed back to the group at the next meeting.

1. **AOB**
2. *Waiting times on the check in screen*

Becky explained to the group that following suggestions, in the suggestion box in the waiting room, the practice has changed the settings on the check- in screen so that it now displays the waiting time that you are likely to have before your appointment. However, the time may alter depending on the time the patients before you are in with the doctor.

**Date of next meeting: 7th October 2014**