

# **ECCLESFIELD GROUP PRACTICE PATIENT GROUP MEETING**

**Minutes of Meeting  
Monday, 27<sup>th</sup> July 2009**

## **In attendance**

Ecclesfield Group: Dr Andrew McCoye & Simon Kirby

Patients: Doris Stow, Dorothy Black, Andrew Stafford, Graeme Hill & Pauline Hodkin

## **Apologies**

Patients: Gerald Smith & Joyce Ford

## **Welcome & introductions**

This was the 2nd meeting of an Ecclesfield Group Practice Patient Group. The group welcomed Pauline Hodkin, who had asked to join the group since our first meeting and was accepted as a new member of the group.

## **Minutes of last meeting**

It was agreed that the minutes of meeting 8<sup>th</sup> June were a true record.

## **Patient Survey presentation**

Simon presented to the group an update of the current situation regarding patient surveys and gave an overview of how the practice had performed in recent years. Basically, the practice had always scored well in the in-house surveys, but these had now been phased out with more emphasis placed on the national postal surveys. These will be sent to patient 1/4ly from 1<sup>st</sup> April 2009 and collated into a practice performance score in the spring of each year.

One area the practice had not scored so well in was that of booking appointments in advance. This had resulted in a lower patient survey score for 2008/09 than we would have liked and, we would therefore like the patient group to focus on where possible, trying to alter patient perception of our appointment system.

The practice is penalised financially for not attaining high patient survey results, particularly around access to a GP, appointment availability, extended hours and the booking of appointments in advance but feels it has worked hard in recent times to offer a range of services and appointments.

The following websites were reviewed:

[www.ecclesfieldgp.co.uk](http://www.ecclesfieldgp.co.uk)

We had a brief look at the practice website, managed in-house. We would like to set up a link to the Ecclesfield Practice Patient's Group information, where ongoing, patient group literature can be posted.

[www.nhs.co.uk](http://www.nhs.co.uk)

This is the NHS choices website, where patients can access all information relating to the practice. Later in the year, patients will be able to post up comments about the practice and its services. Simon felt the group would have an important role in analysing patient opinions.

[www.qof.ic.nhs.uk](http://www.qof.ic.nhs.uk)

This site lists all the practice Quality and Outcome Framework. The practice has scored 938/1000 points in 2008/09; however, these results are yet to be published online.

[www.gp-patient.co.uk](http://www.gp-patient.co.uk)

Patients can access all the national patient survey results from this site. Currently, the results posted relate to the survey data collected from the national postal survey conducted January-March 2009.

***ACTION: It was agreed that Dorothy Black would review the above sites and feedback from a patient perspective, what if anything the results indicated.***

### **Ideas for a name for the group**

All agreed that the group would be called the '***Ecclesfield Practice Patient's Group.***'

***ACTION: Simon would advertise this on the notice board at both premises and would try and create an opportunity, perhaps in September, for the group to meet with our practice team.***

### **Patient ideas & suggestions**

It was voted that *Doris Stow, Tel: 245 2026* would become chair of the group, with *Graeme Hill, Tel: 246 2090* vice chair. Doris would from now on arrange the agenda for the meetings and contact all other patients on the group before the next meeting.

We agreed that Graeme Hill (*Ecclesfield*) and Pauline Hodgkin (*Margetson*) would begin introducing themselves to patients within the practice on a given morning each week. The idea at this stage is to promote the

existence of the group, not necessarily to answer patient queries. We reiterated that the Terms of Reference were an important guide. We would discuss at the next meeting any matters arising from early discussions with patients.

Photos were taken of the members in attendance and we will aim to get a photo of Joyce and Gerald at the next meeting. These would all be put up in the waiting room, but only Doris' and Graeme's telephone numbers would be advertised as direct contact points.

***ACTION: Simon to get badges made up for group members***

### **EMIS Access (Online booking)**

Some members of the group had still to try and book an appointment online and Simon confirmed that at present, only patients of the group had been set up to do this. There is no reason why this facility cannot be rolled out by the end of August.

***ACTION: Patients of the group to access the system and give feedback on the process at the next meeting.***

### **Any other Business**

Simon confirmed that Dr Jeavons had now officially retired from the practice and that he has been replaced by Dr Jessica Sibson, who will start early September. Patients were also introduced to Dr Mali Subasinghe.

Andrew raised an issue about shortages of GPs on one day last week and Simon confirmed that the practice was struggling on the odd with holiday cover, given the problems already arising from swine flu and Dr Jeavons' ongoing absence. This is not common practice and with the introduction of Dr's Mansoor, Subasinghe & Sibson, the practice would in fact be offering more patient appointments in the near future.

### **Future meeting dates**

The group will next meet on Monday 17<sup>th</sup> August at Ecclesfield 1-2:30pm, although patients of the group (*to be contacted by Doris*) would meet separately on Monday 10<sup>th</sup> August, in order to discuss agenda items and AOB which they may like to discuss the following week.