

Rosedean House Surgery Patient Participation Group

Minutes of the meeting held on 25th August 2011

Present:

Dr Andrew Smalley	Carole Jay	Jean Bailey	Sheila Wilson
David Sheppard (DJS)	Helen Wyatt	Rosa Mashiter	Edna Caddick
Nigel Glassborrow	Margaret Halliwell	Jacqui Smith	Tony Reeves
Sheila Mullins	Jackie Le Broq		

Apologies:

Nick Mallard	Jay Rawlings
Tony Nelson	Suzanne Jansen

Introductions

All members introduced themselves and new members were welcomed.

Surgery staffing changes

David Sheppard (DJS) advised that there have been increases in GP manpower at the surgery recently.

Dr Lesley Sowden has increased from 1 day per week to 2 days per week and we have two qualified Doctors completing their GP training with us on a full time basis. Dr Sofka Morris will be with us until August 2012 and Dr Peter Cranefield will be with us until February 2012.

Patient Survey 1

DJS gave details of an independent survey recently carried out by the Peninsula Research Network. This compared our performance against that of 41 other surgeries in the areas of GP appt availability and ease of booking. Of the eight measured criteria we performed better than the average practice in 6 and only fell below the average performance in the 2 areas looking at the availability of specific doctors. The group debated this performance and felt our two areas of concern may be related to the number of part-time GPs we have and the fact that we have recently been through an extensive holiday period.

Patient survey 2

DJS gave details of a further survey that we now wish to conduct within the surgery to look in more detail at some of the areas highlighted by the Research Network as well as other key areas.

Following discussion it was agreed that a survey would be used to look at four key areas in greater detail, namely: clinical care, contact with our reception team, appointment availability and surgery opening times.

This survey will be given to patients on a random basis until a minimum of 350 completed questionnaires are received back for each GP.

When the survey is complete the results will be analysed, compared with a national average benchmarking score and shared with the patient group. Any changes needed as a result of the survey results will be discussed and agreed mutually between the patient group and the practice.

PCT-wide patient group

DJS gave details of a request from the PCT to form a county-wide patient group with representation from individual surgery groups. Nigel, Helen, Sheila, Carole & Tony all volunteered to represent the group. DJS will let the PCT know that we have members interested and will advise the group of progress as it occurs. Given that many surgeries are only just setting up their groups it may be some time until a county-wide group is established.

Pharmacy update

DJS advised that the PCT has declined our application for a pharmaceutical licence. This seems at odds with the PCT's previous decision making processes when they granted licences to the two previous applicants in recent years – EA Moss & Morrison's supermarkets, neither of which actually resulted in a pharmacy opening. Several members expressed their disappointment at the decision and cited dissatisfaction with the current level of service provision from one provider in particular. Jackie Le Broq pointed out that there were previously 3 pharmacies in the town until Mr Ough retired.

DJS advised that we will be appealing against this initial decision which met with the group's approval.

AoB

Jean Bailey suggested that we may like to publicise the special areas of interest that individual GPs have. Dr Stevens expertise in dermatology was identified as a case in point. Dr Smalley felt that GPs are by their very nature generalists.

Jean further suggested that we consider having photos of our Doctors on the website. This was generally felt to be a good thing by the group and DJS agreed to discuss this with the GPs.

Date of next meeting:

20th October 2011 @ 18:30