

## *TRINITY RIVERSIDE PRACTICE*

### **PATIENT INVOLVEMENT GROUP MINUTES, 23<sup>RD</sup> OCTOBER 2012**

#### **Present:**

Hazel Purvis, Carol Craggs, Emma Kitching, Kelly Summerly, Robert Black, Neil Brown, Peter Bennetts and June Talbot

#### **Apologies:**

Dr Ruth Jenkinson and Joyce Robinson

#### 1. Minutes of last meeting/Matters arising

Hazel informed the group that she had spoken to a manager from the PCT regarding water machines in Flagg Court. This manager took on board our concerns and comments and could not explain why Cleadon Park had machines and not Flagg Court. She will take this back to her managers and they may consider a vending machine. June expressed concern if they fill this with juice when patients should be fasting. Hazel has asked for water only. We will wait for their response then take it from there.

#### 2. Patient Survey

Patient surveys are ongoing in Riverside and must be done quarter. Dr Gordon is the only GP who hasn't had a survey. Dr Gordon has been at Riverside for a year now and it was agreed to do a 30 patient survey this month.

#### 3. Commissioning

Hazel talked about the ongoing work around Accident & Emergency and referral audits. The practice has also started a new nursing home project which involves the GP doing a fortnightly ward round on our patients residing in Seahaven. A lot of discussion followed around this regarding patient choice and it was agreed this scheme may not work but the practice has agreed to do it and it will be reviewed by the commissioning board in six months.

#### 4. Any Members Issues

Neil was concerned that we are still advertising for new patients and queried how we were coping with the patients we have. Hazel explained how our contract is different from other practices. The contract is dictated by the PCT and we have to actively encourage new patients to join. It is a concern about the size of the practice but reassured the group that we continually ensure we offer enough appointments for the number of patients we have. If suddenly we reach capacity then the partners would then consider renting more rooms in Flagg Court to accommodate. It was also mentioned that the PCT would not be there from April 2013 and the contract could change in the future, but for the moment the practice must continue as it is.

#### 5. Any other business

Peter wanted to mention a couple of points regarding the practice:

- Peter wanted to express how wonderful the surgery was and he was very satisfied with the service we provide. He wanted to give positive feedback that everybody was very helpful and friendly, especially Emma and Dr

Jenkinson. It is nice to get positive feedback as sometimes the staff get a lot of abuse and negative feedback. Hazel will take this back to the team that all staff are appreciated.

- Confidentiality was discussed as a conversation was overheard in the back office. It is difficult when staff are dealing with patients and it can't be helped if overheard at times but this wasn't regarding a patient and could have been avoided. Some discussion followed around background music in the waiting area. Hazel will arrange some soft music so it is not so quiet.
- Peter had received a letter on a Saturday morning regarding some blood tests he had taken and needed repeating. He was very concerned and worried about this and couldn't speak to anybody to reassure him until Monday which meant a very long weekend. Hazel agreed that this wasn't good and the letter shouldn't have been sent on a Friday to arrive on a Saturday. It was agreed that staff should try wherever possible to speak to patients via the telephone and avoid sending letters. Only in circumstances of no telephone number should a letter be sent. Hazel agreed to look at the standard letter and add in whether it is routine and mention that 'this is nothing to worry about'.

6. Date and time of next meeting  
8<sup>th</sup> January 2013