

THE VILLAGE SURGERY PATIENT FORUM

Friday 27th November 2015

Attendance

David Shannon – Practice Manager
Christine Herron – Medicine Manager
Simon Hartland - Administrator
Jim Rowntree - Patient
George Musgrave - Patient
Tracey Nicholson - Patient

Apologies

Joyce Middleton - Patient
Heather Robson - Patient

Vanguard Update

The Vanguard Programme is a CCG initiative looking at groups of surgeries working together to provide longer opening hours for primary care. This would mean different practices GPs being able to see each other's patients. There was concern raised over issues of data sharing and confidentiality as well as how different surgeries booking systems would be integrated to enable this to work.

There was a consensus from the PPG that it would be more beneficial, both logistically and for confidentiality, for each surgery to be offered the possibility of extending their opening hours individually for their patients rather than trying to group surgeries together.

Staffing

2 new receptionists have been hired in the surgery to help with demand on the practice as well as to help cover sickness which there has been an issue with recently.

One patient raised concern over the way the telephone had been answered, stating that one receptionist answered the phone by saying, "I haven't got time to chat today – what do you want?" This was raised with the reception manager and the patient was encouraged to voice any complaints or concerns to the practice as soon as possible so the practice can act on any feedback given.

Patients were very happy with the GPs giving high praise to each of the GPs working in the practice.

A research nurse has also recently been hired within the practice.

Appointments

The appointment system used in the practice was discussed and compared to the Dr First system which is being pushed across Northumberland Practices. Patients did not like the idea of the Dr First system and having Drs triage each patient before an appointment could be booked. GPs at The Village Surgery also gave feedback that they do not like the idea of the system,

It was agreed by the patients that the balance of pre-bookable appointments and appointments released on the day which is used in the Practice is the best system for giving the widest scope to patients to make an appointment with their GP, with patients being able to book these appointments over the phone, online, or at the reception desk.

GP Registrars

There will be 2 new GP registrars starting in February. This will make more appointments available within the surgery and should help to make it easier for patients to get an appointment.

Patient Feedback

Overall we have received very positive feedback from patients. Patients have been pleased with improvements in cleanliness around the surgery.

There will be another patient survey produced in the new year for patients to complete. It was encouraged for patients to leave any feedback on the NHS Choices website.

Dr MacMillan Retiring

It was announced that Dr MacMillan will be retiring at the end of March. Patients gave great feedback about Dr MacMillan and noted that he would be missed within the practice but they wish him well in his retirement.

Research

The surgery has become heavily involved in research over the last 10 months and has become one of the most research active practices in the region. Patients were reassured that we have been accredited by the RCGP as a research ready practice meaning that we have undertaken training and guidance on all practical and ethical aspects of research.

Patients were informed that they may receive invitations to take part in any research opportunities which they are eligible for and have the option to opt out of receiving these invitations by contacting Simon at the surgery.

The Village Surgery Prescription Service

Patients were informed of The Village Surgery Prescription Service which is a mail delivery repeat prescription service offered in partnership with Pharmacy2U. It was made clear that none of the staff or GPs within the practice recommend this service over any other services available by companies such as Well Pharmacy and Boots and that The Village Surgery does have a financial interest in the service. It was also made clear that any income generated from The Village Surgery Prescription Service would be reinvested back into the practice.

Any Other Business

The prescription line times have changed and are now 9-12 Monday to Friday.

There were discussions about having ENT services hosted in the practice by Northumberland Hospitals however that has now been located within the Manor Walks Shopping Centre.

The Dentist which was located on the first floor of the surgery has moved out and Talking Matters have replaced them as new tenants.

The Surgery now has a Facebook and Twitter page and these mediums will be used, along with more promotion within the practice, to try and increase membership of the PPG.

The next meeting will be held in April/May 2016 – Date to be confirmed.