

THE VILLAGE SURGERY PATIENT FORUM

14th June 2016

Attendance

David Shannon – Practice Manager
Simon Hartland – Administrator
Jim Rowntree – Reception Manager
George Musgrave - Patient
Tracey Nicholson – Patient
Jean Espie - Patient

Apologies

Joyce Middleton - Patient
Heather Robson – Patient
Margaret Naylor - Patient

Telephone System and Appointments

Patients queried why it seemed that they were more likely to get an appointment if they queued at the surgery in the morning as opposed to phoning the appointments line. Reception Manager explained about the volume of calls the surgery receive, especially on a Monday morning. The Reception Manager also explained the multiple ways of patients being able to book appointments, not only via telephone and in surgery, but also online; it was also explained that patients could pre-book appointments as well as calling on the day.

The number of DNAs were also raised with there being an average of 42 patients a week not attending their appointments. It was agreed that the practice could do more to advertise these figures and look to produce posters or add a message to the calling screens to this effect.

Staffing

Dr Bennett has now taken over the diabetic clinics from Dr MacMillan who recently retired.

Cramlington HUB

The Practice Manager explained that the surgery has recently implemented the ‘Cramlington HUB’ with NSECH whereby patients are triaged when arriving at NSECH between 6-9 and if it is felt they would be more appropriately seen in primary care then they will be sent to The Village Surgery to see a GP instead. The practice manager will update the PPG with the progress of this at the next meeting.

CQC

The practice has not received a date for a CQC inspection visit, however the Practice Manager explained that he thinks the surgery may get one in the near future. The Practice Manager explained that the surgery is well prepared for a CQC visit having taken on board advice offered by the inspectors at the last inspection.

Private Services Available at The Village Surgery

The Practice Manager promoted the new ear syringe clinic which The Surgery now offers. This service offers private ear syringing at a reasonable price of £15 for 1 ear or £25 for 2. This is to give patients a further option of having this performed rather than just waiting on the current long waiting list for the district nurses.

Any Other Business

Patients praised GP Registrars and acknowledged the benefits for both the practice and patients for having Registrars available to give appointments.

Patients raised concerns over access to the NHS choices website for older patients – the Reception Manager encouraged patients to provide written feedback for the practice if they could not access this online resource.

Praise was given by the patients for the introduction of EPS and the opportunities of having different options of collecting prescriptions via the onsite Well Pharmacy, other local pharmacies, and the Surgery's own Village Surgery Prescription Service which is offered in partnership with Pharmacy2U.

Patients also praised the levels of involvement the Surgery has with research and work the Surgery conducts with the National Institute of Health Research, seeing both the benefits for the practice and for patients.

The next meeting will be held in November 2016 – Date to be confirmed.