

## **DUNSVILLE MEDICAL CENTRE**

### **MINUTES OF PATIENT FORUM**

**HELD ON WEDNESDAY 4<sup>TH</sup> MARCH 2009**

#### **Members of Staff Present**

Joan Wright - Practice Manager  
Paulette Davies – Assistant Practice Manager

#### **Committee Present**

Brian Ross - Chairman  
Brian Jackson - Treasurer  
Kath Letten - Secretary  
Geoff Letten

**Apologies** - Fred Fielden - Vice Chairman  
Richard Coe -

#### **Matters for Discussion**

##### **Retirement of Dr Alison Fisher**

The Practice Manager informed those present that Dr Alison Fisher would be taking early retirement effective on 30<sup>th</sup> April 2009. A Notice has been posted in the waiting area informing all patients that visit the practice.

A replacement GP Partner will not be appointed initially. From May onwards Dr David Gibson will be undertaking regular Monday surgeries and hopefully he will also undertake the Minor Surgery procedures, these are to be arranged for Wednesday mornings not Wednesday afternoon as they are currently. There will also be a regular Tuesday afternoon session undertaken by Dr Kumari. These sessions will continue until August 2009 when it is hoped that a Salaried GP will have been appointed for a 12 month contract.

Around Spring 2010 a GP Partner vacancy will be advertised, it is hoped the successful applicant will commence in August 2010.

Dr Fisher is to have a retirement 'bash' on Saturday 16<sup>th</sup> May 2009. Patient Forum members will receive an invitation for them and their spouses.

##### **Patient Survey Results**

Survey - The results of the survey carried in October/November 2008 were discussed with the group.

Both GP's and Practice Nurses had had individual surveys undertaken.

The practice continues to provide a high standard of care for the patients. The % scores for the whole survey were 76% for the practice, the national average being 61%.

## **Negative Comments**

Some of the negative comments were - Requests for the Health Visitor clinic to be recommenced at the practice, unfortunately lack of space makes this impossible. Parents can speak to Health Visitors at the Children's Centre on Sheep Dip Lane every week, babies are also weighed etc. A Notice is to be placed in the waiting room signposting parents to the Children's Centre.

Waiting times for appointments – Unfortunately sometimes patients may wait to be seen after their appointment time. On some occasions this may occur when patients before them have taken longer than the allotted appointment time, this may happen at some time when they have had a consultation with a clinician and it has taken longer than the time allotted. A Notice is to be posted in the waiting area asking patients to be patient if they are kept waiting after their appointment time as it could be them that requires longer in the future.

Receiving Blood Test Results/Follow up of Results – When a patient has a blood test at the practice they are asked to contact the practice a few days later to be informed of the result. When clinician receives results of any tests requested the result is annotated with the appropriate comment to be relayed to the patient and when the patient contacts the practice this information is given to the patient, if a follow up appointment is required an appointment is made.

Repeat Prescriptions – A patient had commented that many times his prescription is not at the pharmacy after 2 days.

All requests for repeat prescriptions are generated on the day they are received, if there is a query or the patient is due a medication review it could delay the prescription being signed but invariably all prescriptions are sent to wherever the patient requests with the 48 hour period. A notice is to be posted at the repeat prescription collection point informing them of the process.

Consultations – a comment was made whether a parent could be seen with their sick child when bringing the child to a consultation, one GP appointment is 10 minutes duration, if the parent wished to be seen at the same time they should have booked an appointment for themselves also. If the clinician sees both the patients then this will delay them seeing their next patient on time. A notice is to be posted in the waiting room.

Appointment Times – One patient requested flexible appointments to fit in with their work pattern. Results from a recent survey undertaken at the practice on appointment availability found that the majority of patients were happy with the system as it was, some requested evening appointments, only 5 patients requested Saturday morning appointments. This resulted in the practice offering an out of hours service every Tuesday evening up to 8pm, there are also appointments available with a GP or Nurse from 8am.

Prescription Services – one comment was to bring back prescriptions services, this must mean dispensing service, unfortunately the practice does not fall within the remit of being a dispensing practice any longer as per the PCT rules.

Health Care costs – A patient asked for health care costs to be put after the needs of patients and stop using health care best practice as an excuse for cutting costs. The practice has to follow guidance from the PCT with regard to prescribing costs which means changing medication to other brands in that medication group.

### **Positive Comments**

The positive comments far outweighed the negative comments, there were 53 positive comments and 8 negative comments. The positive comments all had a similar text, excellent service, very satisfied, no improvement required, no complaints.

The results will be placed on the notice board for all other patients to see.

**The next Meeting will be arranged when there is any business to discuss and members will be notified by e-mail.**