

Topcliffe Surgery Patient Reference Group
March 12 2015 at Topcliffe Surgery

1. Present: Debbie Alderton, Linda Carver, Wendy Jameson, Derek Jeary, Wendy Jameson, Jean Ratcliffe, Norman Wharton – Patients
Dr. Rachel Doswell – GP Partner
David Clarke – Operations Manager
2. Apologies: Abi Briggs, Susan Brown, Matthew Laws, John Springell, Ruth Stockwell, Nicola Tyler, Peter West
3. Last meeting's minutes from 11.09.14 approved by the members present.
4. Annual Patient Survey was discussed and an action plan proposed.
 - 112 questionnaires analysed and the results were presented by DC and discussed by the group
 - Favourable comments received regarding appointments and availability of both doctors and nurses. The group expressed some surprise about negative comments about waiting times as this did not reflect their personal experiences. The topic of longer appointments for more complex cases was discussed and there is a general awareness that double appointments can be booked if needed.
 - No adverse comments regarding respect shown to patients
 - DC responded to questions about why the breakdown was in good/ v good/excellent brackets
 - Scores for reception and dispensary were down across the board. The group felt this might be due to “questionnaire fatigue”

Actions

- RD to check how many patients are registered for online services and how many are using it
 - Door brushes to be added to CMP's door to reduce noise and
 - Opening times issues addressed in item 6 below
 - Put questions about dispensary and reception first next time to see if it alters the scores and reduces “questionnaire fatigue”
5. Friends and Family Test explained to the group. The results from Jan and Feb 2015 show that 83% are very likely, and 11% likely, to recommend Topcliffe Surgery to family and friends. 1 patient said no because they wanted to keep the practice a secret!

6. Open For Longer pilot scheme discussed with the PRG. It was explained that this is a pilot funded by the Prime Minister's Challenge Funded from Jan – June 2015. This is a bit to address the perceived need nationally for longer surgery hours. DC and RD explained that this was for arranging pre-booked appointments after 6.30. There are appointments available across Hambleton and Richmond. The group felt that this service was unnecessary and did not offer an improvement on being seen by your own doctor in your own surgery.

Action – DC to use the TATler to announce the Open For Longer arrangements. This is also publicised in the surgery and on our website.

7. Patient Access. The newly rolled- out scheme of patient access to medical records was discussed. Limited information is being released in the first wave such as medications and allergies and greater access is planned. Patients will need to register for this service.

Action – DC to email members of the PRG when the system goes live in order for them to test it and feedback to the PRG

8. Practice News

- Dr Sian Gilchrist is regularly working Monday all day and Tuesday mornings until September at least.
- Suzanne Simpson, one of our reception team, has trained as a phlebotomist and will now be taking blood at the practice on a regular basis. The aim of this is to free up more nursing time to manage chronic diseases.
- Premises – in addition to improvements made over the last year or so, which include a new porch, boiler and flooring – we have applied for funding to put in a lift at the surgery to improve access to the upstairs waiting room. Further refurbishments such as adding another clinical room upstairs may then be possible.
- Car parking. Following a dispute with a neighbour over parking in the surgery car park, solutions were discussed. The surgery is for use by patients and staff of the practice. There is no provision for residents nearby. Comments were made about parking on the road outside the practice being of benefit to the speeding issue through the village as it causes a natural chicane, making vehicles slow down. Wherever possible, staff try to park on the road.

Actions

- RD to write to The Angel pub to see if they would allow surgery staff to park there in order to free up surgery space
- RD to write to Broadacres if the parking issue continues to be an issue.

- DC to email reception staff to inform all patients booking with SS for bloods that she is fully trained but new to her role.

9. AOB

- The chairs in the counselling room and all consultation rooms have been replaced in order to provide more comfortable seating and more hygienic, wipeable seats.
- The Gateway Development is due for completion in 2026 but delays in the planned 4-way junction will limit the growth of housing for the time being.