



## **Patient Group Meeting 16<sup>th</sup> May 2011**

**Present:** Mr P Puddiphatt, Mr R Lee, Mr C Apsy, Mrs B Preece, Mrs C Care, Mrs Marna Blundy, Mrs E Thomas, Dr D Carruthers, Mr I Cary, Mrs S Matthews

**Apologies:** Mrs E George, Mr C Goninan, Dr W Jago

The Practice Manager welcomed everyone to the meeting and introduced Mr Ian Cary as the new Practice Manager. He will be starting in mid July and Mrs Thomas will leave the practice in September.

### **Matters Arising:**

**Ring back:** The Practice Manager informed the group that the “ring back” facility mentioned in the previous meeting was not available, due to the fact that the telephones in the surgery are not from BT. There was a request of whether or not it would be possible for our phone provider (Datasharp) to install something similar, and the Practice Manager said that she would enquire.

**Douglas Woolcock Foundation Trust:** The group had not come up with any particular ideas for spending the fund. The Practice Manager informed the group that the trust was set up for “health care in the community” and that in the past it has bought small items of equipment. Due to the enormous changes sweeping the NHS currently it was felt that a decision on any major spend should be decided at a later date.

**Community Bus:** The group were updated on this issue, and there had been a meeting with the St Buryan WI with regards to the continuation of the service.

**Appointments:** A member of the group asked whether or not people get priority for appointments if they arrive at reception first thing in the morning. There are more people answering the phones and only one on the front desk, therefore this should not be the case. The usual concern of getting the engaged tone at the beginning of the morning was again raised. There was a long discussion about this, and it was felt that the practice had done their best. Indeed a member of the group said that he had never had any problems. The group was reminded that patients are able to pre-book appointments up to 4 weeks in advance. The Practice Manager asked the group what they thought about telephone consultations, and it was felt that this was a very efficient service that is popular with lots of patients.

### **Referrals Management System:**

There was a discussion about how the new system was working and the administrator informed the group that the secretary found it very easy to use and there had been no problems.

### **Patient Survey:**

All members of the group were issued with the results of the 2010/2011 CFEP practice survey. This allowed for much discussion particularly about waiting times. A group member commented that when he and his wife have had to wait they don't mind as they always get very good service and care when in consultation with either the doctors or nurses. The group were asked for ideas for a patient survey 2011/2012 and it was felt that the current survey was adequate for our needs and covered all the topics required to give the practice an overview of how the patients feel. The practice would organise this for later in the year.

### **Surgery News:**

**Care Quality Commission (CQC)** – The group received an explanation with regards to the Care Quality Commission (CQC) and its impact on the surgery workload for the year.

The group were warned that the "Outlying Consultation Facilities" (branch surgeries) would also need to be registered under CQC and due to their very basic facilities there was a worry that they would not pass. The members of the group from these areas expressed their concern as they were highly valued by the communities, particularly by the elderly. The group were informed that the registration authorities were looking at giving patient's choice and what gave them the best experience, therefore it would be difficult to shut down a facility that was actually providing this.

**Opening Hours:** The group were asked about the current general opening times and extended hours.

Dr Clegg -7-8am on 3 Friday mornings a month

Dr Carruthers – 6:30-7:30 on 3 Monday evenings a month

Dr Ellery – 8-11am on 1 Saturday morning a month

There was a general discussion about this and the group were happy with the service provided as this appeared to suit most groups of the public.

**Building Extension:** The extension of the surgery was explained to the group and that it would be necessary for it to provide a service that was needed in the community. There was disappointment amongst the group that the practice had been unable to provide an NHS Dental contract at this site. The idea of a private dentist was discussed. They often provided NHS provision for children and this would be a benefit to the local community, however it would be costly for patients and a member of the group added that there are already a number of private dentists in the area. Another option would be low tech surgical procedures. The Practice Manager asked the group to think of ideas for the next meeting.

### **Any other business:**

One member of the group who is also a member of Health Watch gave the group the latest update on West Cornwall Hospital.

Date of the next meeting would be arranged for early September.

The meeting ended at 8:30pm.