



THE SCOTT PRACTICE

Greenfield Lane, Balby, Doncaster, DN4 0TG

Tel: 01302 850546 Fax: 01302 851940

Notes from patient group meeting 2.10.17

Present:

Rose Fells Practice Manager	Grace Receptionist
Judy Court	Megan Gerich
Pat Chojnowski	Suzie Sykes

Apologies Ann Pease

Rose welcomed Pat to the group.

Friends and Family test

Last month the practice had 105 responses, 89% said they were happy with the service and would recommend the practice to their friends and family.

Suzie asked if there was any way that patients responding negatively to the text could be sent a further text to ask for reasons – Rose will speak to the software company about this.

Care Navigation

Rose explained the concept of care navigation – receptionists will provide patients with additional choices as to where they may seek help other than a GP, which could include other healthcare professionals in the practice or self referral to other services. This is being rolled out across all Doncaster practices in October and is in line with work that has already taken place in other areas of the country.

It was raised that if patients are going to be asked more about what their appointment is for could they be taken somewhere private. Rose will speak to reception to make sure they realise sooner that a private area may be needed.

Research

Suzie recently took part in a telephone survey with Sheffield University, following up work the practice had done on a pilot called “Measuring Productivity in General Practice”. This was a piece of work looking at how practices could be rated on productivity outcomes. The practice found that some of the areas were not meaningful. Suzie was asked about how the appointments work and her thoughts on the practice.

Flu clinics

Rose thanked Judy for helping out. The Saturday clinics were generally quieter than last year and take up at the moment is slow.

Suzie mentioned a leaflet she had received from Pharmacy 2 u and the group discussed this is an online pharmacy and how this could in future impact on local pharmacies.

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K E Mansfield, D Singh, L Cawley, A Slattery, E Gomersall**



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Future of the group

We discussed how we can increase membership, ideas were:

- Clinicians to promote in consultations

- Receptionists to promote

- Post on facebook and website

- Gp to attend groups

A suggestion for a patient presentation was “how to keep well over winter”. Pat explained this had been delivered in the library and seemed to have a good take up. Rose will look into this.

It was suggested if the website could show which areas clinicians specialise in. Rose will ask Karla to update.

Extension Funding

Rose reported that the funding request for the extension had been turned down by the CCG as not being financially viable for them to support. The practice will continue to submit the plans as and when CCG funding streams allow this.

Next meeting Monday 13th November at 1.30

This will be the keeping well in winter talk if Rose can organise

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