

Patient Representation Group
Thursday 12th March 2015
@ 19.30

Present

Mark Taylor
Dr Kate Sanders
Steve Cannon
Simon Hill
Ruth Blewitt
Laurence Blewitt
Gill Glover
Ted Glover
C Heelis
V Lavan
Peter Peterson
Alan Beu

Apologies

Val Newns
John Salisbury

Review of the Minutes from November 2014

Car Park – White line painting by hand (having the lines done commercially would cost about £1,300) has worked on some test areas. Once the weather warms up the rest will be done. Not an easy task as the car park is in use 24/7.

List Cleansing – About 500 patients (out of a total of 18,000) have been removed by NHS England from having Penryn as their GP practice. They did not respond to letters from NHS England asking them to confirm they still lived in the area or contact we tried to make with them. Many have genuinely moved, but a significant number have had to “re-join” the practice. Overall, a lot of work created, unhappy patients and about £45,000 taken from our funding for 2015/16.

The separation of the Doctor Dispensary from the Pharmacy in Saracen Way has gone well with improvements in patient service already apparent.

Simon Hill – Update on the Carrick PPG chairs meeting

Simon updated the group on the meetings he attends for all the PPG chairs in the locality. It provides him with an insight to the issues faced by the commissioning group.

Out of Hours in Cornwall

All the GP's of Cornwall, working in partnership with the GP's in Devon have been awarded the contract to cover the “Out of Hours” service in Cornwall. The GP's in Devon have had their own out of hours service for many years and is regarded as one of the best models in the country. This should bode well

for Cornwall, however it appears that many of the legacy costs of Serco (The current provider until May 2015) have to be taken over by the new GP's consortium, and whilst the funding per head of population being granted is the same as in Devon, because Cornwall is far more Rural there is a shortfall compared to the Devon funding. Detailed contracts are still being negotiated.

Results of the 2015 survey

The group went through the results in detail. These are attached.

Overall a very encouraging result from the survey, but not something the practice should be complacent about.

Mark pointed out that the results do not have the problems of "self-selection bias" . This happens where people decide themselves if they want to complete the survey. This results in a survey of little or no value. To ensure no self-selection bias, The "Friends of Penryn Surgery" are in the waiting room on the day the survey is taken to ensure ALL patients complete the survey. All GP's, nurses etc. have a similar number of survey sheets to hand out, these are collated to ensure none are missed.

The comments were summarised and reviewed. Mark pointed out that any member of the group is very welcome to audit the actual completed patient surveys to ensure none have been omitted.

Three Priority areas

These were discussed, general agreement reached that good progress had been made on the three areas.

Photographs of Doctors

The group asked if Photo's of doctors could be in the waiting room and on the website. This helped them remember who they had previously seen to improve continuity.

Next meeting

The next meeting is planned for 7.30pm June 18th.

As an experiment we are proposing to review all complaints received January to June 2015. This will of course be anonymised to ensure patient confidentiality.