

Hartland Way Surgery

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Academy Artworks

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22 February 2013

Patient Participation Group Meeting

Date of meeting: 22 February 2013

Attendees: Dr A Ingram
Rena Amin
Jill Salvidge

Mr Eric Green
Mrs Susan Metcalfe
Mr John Kingdom
Ms Helen McMullan

Key Discussion Points from the meeting:

1. Waiting Room Survey results were shared and areas of improvement were discussed. Group was satisfied with the results presented despite small numbers. The analysis was a snap shot of patient views for a period of one month during June-July 2012.
2. Myhealthlondon website results were also shared. On comparison the practice performed better than Croydon, London or England average on many indicators or on par with comparators. Patients do access other providers for their needs and some of the data within these results needs to take into account some of the anomalies.
3. Quality and Outcomes Framework (QOF): This is the national contractual framework for general practice and the practice is reviewed against its performance for various domains such as clinical, administrative and patient care. The practice achieved 952/1000 points in 11-12.
4. Exception reporting was also explained and rationale given to the group as to when the practice exception reports. These criteria are predominantly due to clinical exceptions, on maximal tolerated doses of medicines, frailty and refusal to have additional interventions or when a patient actively dissents to take up advice or support offered by the practice.
5. Practice Budgets were discussed and budget setting methodologies were shared. Despite a tremendous effort by the practice there are still areas where the practice is overspent and the reasons for these were explained to the group such as the practice's demographics such as high percentage

- of elderly population and thereby more demand on high cost activities such as oncology, musculo-skeletal/orthopaedic and ophthalmology services.
6. A&E attendances were also discussed and practice's advice to patient to avoid A&E for minor health problems.
 7. Practice Leaflet is due for upgrade. The group was requested to give their comments for improvements prior to publication. The group wanted to know how the forthcoming changes will be communicated to the practice population and several ideas were discussed but not confirmed. The group will review and let us know which would be preferable. The suggestions so far were:
 - a. Attach the revised leaflet with each prescription
 - b. Leave a small supply at the reception
 - c. Advertise on the electronic board in the waiting room
 - d. Leave a small supply at the local pharmacies
 - e. OR All of the above
 8. Practice Website is also due for upgrade and work will commence shortly. Key priorities for the upgrade shall include the following functionalities:
 - a. On line booking system
 - b. On line repeat prescription ordering system
 9. The group was notified of the extended hours from 1 April 2013. These will be:
 - a. 8:00am to 18:30pm (Mon – Friday)
 - b. Lunch time cover by a clinician (mostly via telephone triage)
 10. Members were requested to forward any comments for improvement throughout the year.
 11. Members want to communicate their role to the practice population and it was agreed that instead of giving their contact details, those patients that want to raise/share their concerns can leave their details and the message will be passed to the members for them to contact the patient directly.
 12. A notice in the waiting room will be set up informing patients the names of these members.
 13. Members were also notified of the practice's requirement for CQC and the current status of the practice in terms of our registration process.