

Patient Voices, 4th Annual Generally Meeting

6th February 2019

Sarah Ellingworth – Thank you to everybody who attended the Garden City Practice AGM.

Young Carers

Paul Innes, Health Champion Liaison Officer gave a talk on recognising the struggles young carers face. The group were given a scenario to go through to help raise awareness.

Mark Edwards from the CCG talked about an afternoon tea giving young carers the chance to meet older carers. This is being held next week.

Mark also talked about the young carers conference which is being held on 28th February. **Action:** Sarah to share the link for this.

Chairs report

- Tina showed slides (attached) on the Group and Practices achievements over the last year, which included
 - Health awareness campaigns
 - Premises move
 - Extended Access
 - Carers week
 - GDPR
 - Flu clinics
- NHS choices, PV were asked to help the practice's page receive more positive comments to give a truer reading on the practice.
- Members of the group attend other meetings across the CCG representing the practice.
- Park Run, the practice is now a Park Run practice, a weekly 5k event which you can run, walk or jog. We have offered to support an event on 16th March. If anybody would like to volunteer, please contact Sarah or Natalie at the practice to register.

Tine gave her personal thanks to the group for all the hard work over the last year.

Practice report

- Sarah discussed the last year from the view of the practice (See attached slides)
- Patient national survey carried out in July, overall very good, ranking has dropped slightly for overall experience of making an appointment from 3rd to 5th.
- Friends and Family test 94% of patients asked would recommend the practice, this is unchanged from last year.
- Premises update, the practice has finally received approval for the move. We are anticipating the move to take place late April with Haldens closing earlier than this. The Practice will close at its current locations on the Thursday and reopen at the new clinic on the Monday. All clinical and non clinical staff will be at the new location. “Only the building is changing not the Practice”
- Flu programme, we hit our target to ensure 75% of patients over 64 years are vaccinated.
- Cancer screening, Breast, Bowel and Cervical. Statistics were presented
- Extended Access which launched in March 2018.
- Weight Loss programmes are still running offering 12 weeks free help to qualifying patients.

Sarah gave thanks on behalf of the practice to the group for their work over the year.

Areas for 2019

- Move to the new building, PV have offered to be Patient Navigators in the new building to assist patients finding their way around.
- Communication.
- Promotion of Cancer screening along with the virtual group and FB.
- Park Run.
- Look into transport to the new building again now we have the go ahead.

Mark Edwards

Mark's team will be working with PV groups to help promote Cancer screening awareness.

He will email newsletters to the group which can then be shared with the virtual group.

Mark is interested in talking to patients with Respiratory conditions to sit on a patient panel to help shape services. **Action:** Any interested candidates to let Sarah or Natalie know who will pass details to Mark Edwards.

There are no posts currently up for election, Tina was only temporarily covering the Chair post, so a discussion will take place at the next PV meeting in April 2019.

Questions and Answers

EK – Will all 3 surgeries move at the same time?

Haldens will close first but Guessens Road and Knightsfield will both close on the Thursday ready to re open on the Monday at the new building.

MN – Offered a van for the move.

JW - Are all Doctors and Nurses moving?

Yes all Clinical and Non clinical staff are moving.

DB - Residents around the new building appreciated the information letters the Practice delivered and would appreciate if they could be notified of next stages of work.

MN - Regarding NHS Choices, could we have a screen ready logged in to the website for patients to complete just before leaving the building?

Very good idea which Sarah and Natalie will look into.

AD - Will there be more appointments available when you move?

Until we have settled into the space there will not be any changes but we do constantly look at appointment availability and are currently in discussions with the doctors about appointment profile.

MK - Before the fliers went out for the AGM I was not aware PV existed.

Although a lot of work was done in the beginning to promote PV the main focus recently has been on the virtual group. PV will seek to promote the group in various ways to raise awareness.

Sarah Ellingworth closed the AGM. The date for the next AGM is TBC, we are planning on holding it nearer Spring time and will communicate this nearer the time.

Actions

SE - Update residents near the new building with what is happening to keep them informed.

SE/NC - Look into terminal for NHS choices.

SE/NC/CL - Promote PV again.

SE to share link for Young carers conference.

TB - Look into transport again.