

Drs Nash & Uglow
Patient Participation Group Meeting – Tuesday 15th May 2018

Present: Ang Goodman, Nick Lane, Peter Rabson, Sue Rabson

Apologies: Helen Wood, Clare Ireland, Rachel Cubbison

Patient Survey - One of the main purposes of the meeting was to discuss the recently completed Patient Survey from CFEP. The survey measures the practice performance against national averages.

Opening hours scores were slightly lower than the national average. The practice is very small and does not have enough doctors or room space, to be able to provide more appointments than currently offered. This may change if the promised new building materialises. Telephone access was also lower than the national average, despite the fact that there are currently two telephone lists each day for urgent and non-urgent GP problems, as well as a nurse telephone list. In general patients are usually contacted the same day, with only a very few calls being delayed until the following day. Nick felt that the average results shown nationally for satisfaction with appointments at around 70%, did not reflect the press coverage where patients in some parts of the country can wait weeks to see a GP.

The group were pleased to see that the scores about the GPs were all in the top 25%, except for one, so felt that patients have confidence in the GPs in this practice. Similarly, the practice reception staff scored extremely well, they are on the front line and have to deal with some difficult problems on a daily basis. It was felt that because the practice is small, the GPs and nurses know the patients very well and that can only be a good thing.

The group felt that telephone access results were likely to be lower with all the new building in Camelford and the surrounding area, resulting in more new patients registering with the practice.

The most positive areas were felt to be the GPs and staff, and the least positive opening hours and telephone access. There was also some negativity about the waiting room, these will be addressed when the new building is in place. The group felt that overall, the practice were not very far from the national benchmarks.

The main priority identified by the group was the desperate need for a new building. Sue explained that there was a meeting in January 2018 and it seems the building is still on course to go ahead. There has been some confusion with the Council and whilst they are still involved in the project, the original plans will be adapted and the building may be smaller than at first thought. The money is still available from NHS England and the cut off date will be extended to allow for the delay that has been incurred. The practice hope to have another meeting fairly soon with an update on the project so far.

General Data Protection Regulation

The Data Protection Act 1988 will be amended to incorporate the General Data Protection Regulation, as of 25th May 2018. The change in this law will have far reaching consequences for the

practice, in that whilst compliance with the Data Protection Act is already in place, there is a much higher level of reporting required and high financial penalties for any breaches. The rules around obtaining consent in order to process information will be much tighter. The practice is currently in the process of reviewing all procedures and producing a Data Impact Assessment stating exactly what happens to each piece of paper or electronic information in the practice.

PPG Members

Helen asked via e mail, whether the group would be happy to have their contact details published in the practice or on the website, Boscastle Surgery have done this and it has been successful with patients to have a point of contact. Nick was concerned that there may be a problem if patients were not sure of the role of a PPG member. The group was formed in 2010 to be used as a sounding board for the practice for new ideas, changes to working procedures and to feedback to the community regarding general practice issues and problems. The general feeling was that it may not be a good idea, but can be discussed at the next meeting.

The Patient Group seems to be shrinking as one member has moved away and some others are suffering ill health and not well enough to come to meetings. Sue has posters up in the branch surgeries at St Breward and Delabole and feels that it would be helpful to have a representative from those areas. Sue asked if an afternoon meeting is the best time for everybody, but it seems to suit at the moment, Peter is regulated by working hours and attends when he can.

Any Other Business

The practice is to have a demonstration of electronic prescribing in the next couple of months to see if this may be something to improve prescription management. The paper prescription would be replaced by an electronic version sent directly to the patient's chosen pharmacy. It should save time for GPs and administration staff as well as cut out paper prescriptions altogether.

Patience Rudd, one of the practice nurses, retired on 3rd May, after 47 years in nursing in a number of locations. Patience will be very much missed by the whole team. The practice wishes her well and a long and healthy retirement, and hope to catch up with her from time to time.

Sue thanked everybody for coming and for their valuable input as always.