

## MINUTES

Downland Practice Patient representative Group Meeting 13<sup>th</sup> Sept 2012  
7.30 pm

**Present:** Michael Pooley, Alison Strong, Gwenan Paul, John Lawler, Kevin Gover, Ian Whipp, Dr Alison Hunter, Dr Christine Davies, Louisa Gilboy

**Apologies:** Dr Lowenthal, Mike Taylor, Gordon Robertson

**Minutes of previous meeting 14<sup>th</sup> June 2012** – minutes agreed as a true record of the meeting

**Matters Arising** – Car Park update: The conditions on the planning permission are such that the cost is prohibitive. The permission is only for 5 years, and the planting required is extensive. The conditions state that the car park must be reinstated to agricultural land either after the 5 years or when the surgery ceases to trade. The car park is still required to ease access for mobility impaired patients and to keep the road clear from cars. However, it needs to be cost viable. Ideally, a simple hard core and gravel surface for the duration of the surgery which will be mainly used by staff, freeing up the main car park for patients and the current GP parking places for blue badge holders.

LG to invite ward members to our next meeting to demonstrate our plans and see if they will support us.

**Patient Survey Results and Actions** – The survey was distributed to over 2000 patients, and 275 returned. The main finding was that information about how the practice runs, how to book appointments, what appointments are on offer etc is not widely understood. LG is in the process of producing new patient brochures and appointment guides. These will be distributed to parish councils who may be able to incorporate them into their magazines.

The telephone message has been updated to explain that the staff adhere to confidentiality and that by indicating the reason an appointment is required they can be offered the most appropriate appointment (eg diabetes and asthma – nurses are highly trained in these areas and can offer longer appointments to relevant patients)

There were a number of verbal comments made by patients commenting on the attitude of the dispensing staff. LG and AH informed the committee that this is being addressed through training and management, and that improvements should be noticeable over the next few months. LG needs to know what personnel are deemed to have behaved rudely, abrupt and impersonal so she can address this. Suggestions are an email address for comments to be sent to LG, a “your were served today by...., please comment on your experience” note to be handed to each patient etc. Training staff using video.

Access for mobility impaired such as those who use the Downland Volunteer bus can be difficult. LG to advise reception staff that the bus can be parked by the staff door and these patients may use the staff entrance.

The patient toilet is a mess and requires a revamp.

Website - this will be revamped once the new partners have started, and will be kept up-to-date more frequently.

Market Research was discussed. The ability to email a significant number of patients across all demographics could be useful to gauge opinions on various things. Initially, LG to set up an email address and to email out to committee members, who will cascade out to parishioners by the most appropriate method. Trial period.

## **REPORTS from parishes**

**Chaddleworth** has no prescription drop point. Mike Pooley to ask again if there is anyone who would be willing to do this. Could do a buddy system/

**Downland Volunteers** – can offer more help to practice, such as more cover when Ted away. Just need to ask them.

**Hermitage** – mostly addressed via survey feedback above.

**Compton** – a significant number of homes could be build in 5 years or so increasing demand for GP services. Liaison with planning required. Alison to pass on LG contact details to relevant person as the Practice needs to be consulted directly.

Date of next meeting: 15<sup>th</sup> January 2012 7.30 pm