

PATIENT FOCUS GROUP MEETING NOTES

1. The meeting was attended by Dr Stewart, Sally Mackie (Practice Manager) and 5 patients.
2. The results of the patient survey were discussed – all members of the focus group had been sent this information in November by email. SM apologised for the incorrect information on ethnicity on the first email that was sent out.
 - Note was made that the demographics of those completing the survey was not representative of the practice population. SM advised that the survey was sent to all focus group members and copies were available in the waiting room for all patients to complete. The practice has found it difficult to engage the younger members. All new patients joining the practice receive information on the Focus Group and are invited to join. It was suggested that we text patients asking if they are happy for us to send out the satisfaction questionnaire and newsletters etc to them by email.
 - It was agreed that the all doctors and staff should be congratulated on the results they obtained in the survey.
 - Note was made that satisfaction for routine appointments was encouraging as demand has increased significantly.
 - It was agreed that in future surveys we would add an “other” category to gender as it was felt that the percentage of patients that did not want to say was unexpectedly high.
3. Practice newsletter. SM asked what the group would find useful to be included in the practice newsletter. The following suggestions were made:-
 - Information on how to make appointments
 - Information about local groups ie carers group etc. Dr Stewart advised of a new website that provides information on a locality basis and suggested that we add a link to this on our website.
 - To increase circulation it was suggested that we put an article in the Kidlington News or on the Kidlington website asking patients to provide their email addresses
 - Further information on research studies that the practice is involved in. SM advised that most research studies have very specific parameters and if patients read about them they might be disappointed to find that they could not volunteer to take part.

4. NHS Ten Year Plan. SM advised that the NHS had just published their Ten Year Plan and that the focus is on practices working together to form networks of 30 -50000 patients with the aim to provide multi-disciplinary teams to provide health services, this will include physios, pharmacists, advanced nurse practitioners, counselling, talking therapies etc. The plan expands on some of the work that is already underway. Some of you will be aware of the hub appointments which are additional appointments with a GP to help with same day demand, we are also able to utilise the minor eye conditions service so that a patient that rings in with a suspected eye infection can be re-routed to make appointment with the local optician.
5. NHS app. The NHS will be rolling out an app for mobile phones that will offer patients the opportunity to check their symptoms, book an appointment, view their medical records. Pilot studies have been run in 2018 and they are hoping to roll out the service at the end of 2019.
6. Practice website. Dr Stewart prompted everyone to use our improved practice website and advised that patients are now able to send non-urgent requests/queries via the website and an app is also available for mobile phones. The website also offers patients the opportunity to complete travel vaccinations form and requests for continuation fit notes on-line. A request was made that a box be added to the front screen make an appointment that would automatically link to the on line appointment booking system – SM agreed to investigate if this was possible with the website provider. Dr Stewart also advised that we would be adding this link to our website which has information on local services <https://livewell.oxfordshire.gov.uk/>
7. Access to your medical record. All patients are encouraged to sign up for on-line access to medical records. This is an extension to the current service of on line prescription requests and appointment booking.
8. The focus of the Group was discussed and the following was agreed:
 - The group would like to trial having meetings more often as when there is only one a year it is sometimes difficult to attend. It was agreed to meet again in four months.
 - It was felt that patients might not be signing up to the focus group because they are concerned that they might be asked to take on additional roles. Dr Stewart advised that the group is predominantly a discussion group so that the patients voice can be heard and views can be sought.

- It was agreed that a more appropriate name might encourage patients to participate even if they only wanted to receive information such as the
 - newsletters. It was agreed that we would change the name from Patient Focus Group to Gosford Hill Patient Voice.
 - “You said – we did” - as a result of patient comment and feedback we will do a noticeboard to keep patients informed of outcomes from the meetings
9. Weighing scales in the waiting room. SM asked if patients would find it useful to have a set of weighing scales in the waiting room. The feedback on this suggestion was positive as long as they were not speaking scales and that they could be positioned in an alcove for privacy. Dr Stewart suggested that information could be displayed about weight loss advice and local groups and also patients could complete a slip of paper to hand in at reception advising of their current weight.
10. Learning from excellence. Dr Stewart advised that the practice regularly looks at things that go wrong or not according to plan and these are discussed and the practice endeavours to learn from these incidents. The learning from excellence scheme focuses on what the team does well and encourages people to reflect on what went well during a contact with any of the wider team in the practice and to feedback on this. We will produce cards for the waiting room and for staff. We will have a learning from excellence box for responses. This information will be used to inform staff what actions and behaviours both patients and colleagues feel are positive. We will learn and develop from this.
11. Diabetes education meeting. SM advised that the practice is hosting in conjunction with Cherwell District Council two diabetes education events at Exeter Hall. The first meeting is on 7th February at 6pm and this will focus on diabetes and physical activity and the second meeting is on 27th February at 6pm and the focus will be diabetes and diet. All patients with Type 2 diabetes have been sent an invite.