

Minutes of The Patient Participation Group of the Spence Practice held on 14th December 2011.

Present: Ailsa Cameron (Chair), Geraldine Maher, Frank Rhodes, Margaret Smith, Ninette Bateman, Laura Mayne and from the Practice Mark Allen.

**1. Welcome**

The Chair welcomed the group.

Apologies for absence were received from Dr. Richard Spence, Frankie Sahni, Robert Muston & Celia Franks.

In view of the relatively poor attendance it was agreed to defer the AGM until March 2012.

**2. Minutes**

The Minutes of the Meeting of 14 September were agreed as a correct record.

**3. Matters Arising not covered on the Agenda.**

None.

**4. Patient Participation and "Enhanced Service"**

Mark stressed the need for greater patient participation in order to ensure that the Practice gave the best possible service to all patients, perhaps best done by creating a wider Patient Reference Group. Membership would not necessarily involve attendance at regular meeting as instant contact to gain patient views can readily be done by email.

Margaret had previously submitted her own views in writing, which were welcomed and widely discussed.

As all Practices are now obligated to run their own patient surveys (rather than rely on the presently used national formula), Mark submitted a proforma Patient Survey suggested by Survey Monkey to show how such a new approach could best be presented to gain maximum patient participation.

Ailsa pointed out that Survey Monkey currently does not comply with UK data protection regulations, only US ones; Mark promised to check with the PCT.

The draft proposes just three questions;

- what aspects of the Practice services would they wish to comment on,
- would the responder be willing to serve on a relevant group or Panel
- and would they wish to receive newsletters and other important information by email?

These moves would be publicised throughout the Practice by e.g. Waiting Room leaflets, Waiting Room Notices, leaflets attached to Prescriptions and email.

The new approach was fully discussed and Mark thanked for this initiative.

Margaret asked if there was an existing Practice Complaints procedure; this is available and is referred to in the current practice leaflet.

#### **4. Bristol North Baths and possible practice merger**

Mark advised that the position remained fluid, not helped by the PCT withdrawing its previous requirement for accommodation for community health staff which meant space is currently "unlet" on the ground floor. The PCT is also reducing the funding available to the practice for its core services.

As circulated prior to the meeting, discussions were ongoing with the Nevil Road Practice (of similar size and ethos) regarding a merger, a step for which there is a sound medical and financial case and which would enable further patient services to be offered in line with the new requirements coming into force in April 2013.

The concept of both practices moving to the Baths with an on-site Pharmacy remained fully alive as is more likely to succeed with a larger, merged practice occupying the available space at the baths. However, both practice and patients recognise the challenge of combining the provision of the best possible patient service whilst maintaining the present family atmosphere of patient care for which the Practice was rightly praised. Mark noted that Nevil road share similar values and both practices are determined to retain the best aspects of this character whilst taking advantage of the opportunities provided by greater scale.

#### **5. Social Club**

Mark reported that CRB matters were well in hand. It was agreed that the first meeting would be at the surgery on Saturday January 28th from 10 - 12 noon. Members of the group volunteered to be present as hosts. A volunteer staff member will also be required to unlock etc.

#### **6. AOB**

Replacement for Dr. Phillips.

Mark advised that one highly suitable candidate had been interviewed but had withdrawn in view of present uncertainties. Discussions are now in hand with a further potential partner.

#### **7. DONM**

Wednesday 14 March at 8pm - this will also be the AGM

The Meeting closed at 8.50pm