



Sherrington Park Medical Practice – SParkies patient reference group meeting notes 26 September 2017

Present: FM (patient), Kathleen Hoyland (patient), MQ (patient), Barrie Ward (patient), Michael Greaves (patient), Julie Frankish (JF) (Practice Manager), Jo Powell (JP) (SParkies facilitator and note taker).

Topic	Discussion points	Action
Role of the SParkies	<p>It is good practice to have a patient reference group and the CQC likes to see this. Group discussed that they want to have a positive, active role, not just a group that chats about issues.</p> <p>Ideas include running seminars, events, supporting health education including healthy eating and preventative medicine etc. Idea of getting someone to come in and talk about what services are available.</p> <p>Also having an observant eye and feeding back. Role of improving services for patients.</p> <p>Members have some links already which may be useful e.g. with Age UK, Refugee Forum.</p> <p>The group would like to meet with the GPs sometimes. JF assured group this would happen.</p> <p>The group agreed that they would like to meet more frequently at first, reducing to less frequent meetings as the group and work schedule becomes more settled.</p>	Members to send JP their ideas before 31 October of what they would like the group to cover, with a view to developing a schedule of topics/activities.
Patient reference group chair	JF discussed her experience of working with a chair of the patient reference group at a previous practice and how that group also met with each other outside of the practice, with the chair reporting back to the practice.	JP to log issue of chair position for discussion again at a later point.

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	<p>The chair also wrote an update for the practice's newsletter.</p>	
<p>SParkies moving forwards</p>	<p>Meetings in the future will be flexible and may take place in the evening if members join who aren't able to attend afternoon meetings.</p> <p>It was agreed that we also consider using online 'Survey Monkey' surveys though the website, with drafts sent to the members for feedback on whether the questions will elicit the information we need.</p>	<p>Issue of meetings to be discussed after the next meeting on 31 October, to give time for more interest in the group after promotion in October's newsletter.</p> <p>JP to send any draft surveys to members for comment.</p>
<p>Practice newsletter</p>	<p>Generally received positively.</p> <p>Agreed that the next issue (October) will cover the SParkies meeting and include supportive comments from members.</p>	<p>JP/JF to draft newsletter and send to members. Members to supply comments if they wish (first name only) for inclusion, covering briefly their background and why they wanted to get involved/what they hope the SParkies can do.</p>
<p>Size of practice and list management</p>	<p>Some discussion around the issue of the growing list size and people moving out of area but wishing to remain with practice.</p> <p>Practices were no longer permitted to close their lists to patients from within the practice boundary, however there were no plans at present to tackle the growing list by removing patients from outside the practice boundary. The list is regularly reviewed and the PPG will be kept up to date.</p> <p>Discussed strength of continuity of care through GPs having own lists with patients still able to access same day appointments as needed. Also though, there's the issue of patients wishing to see a doctor of the same gender with two female GPs. The practice will have a male GP, Dr Qureshi, on Thursdays from December and he will</p>	<p>For consideration for topics to discuss.</p>

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	see patients from Dr Sawyer's list. Patients registered with Dr Vindla will be able to change to Dr Sawyer's list if their preference is to see a male GP.	
Patient handling	The group agreed it was a rare practice in that the doctors come to collect patients from the waiting room and this was appreciated by patients.	
Practice website	<p>It's mandatory that practices have a website. Members raised that the Sherrington Park website isn't particularly user friendly. Also outdated, could have more information for specific patient groups.</p> <p>A website may be of more interest to younger patients – a good place to catch them.</p>	Members to look at the Sherrington park website (and others if they wish) and supply feedback to JP by 31 October on what works well, what doesn't, examples of good practice we could use etc.
Patient information	<p>The issue of refugees getting the right services was raised.</p> <p>Also that all the information in the waiting room is in English only and there isn't anything in large print.</p> <p>Also the practice has a hearing loop but the reception staff are not aware of this.</p>	<p>JF to look at the patient profile of the practice and report back to the group.</p> <p>JF to look at how we address accessibility of patient information.</p>
Policies	Interest raised in the practice's chaperone policy and whether it remains a teaching practice.	JF to report details back to the group at the next meeting.
Capacity in the practice	<p>While there is spare space available upstairs there are problems with access i.e. gaining funding for a stair lift but also the extra time needed for patients with mobility issues getting up the stairs.</p> <p>There would be the possibility of splitting rooms downstairs but at the moment there are no plans for additional practitioners to make this necessary. There are also no drivers from commissioners to move into bigger premises or merge with others to create bigger practices.</p>	

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	<p>Views stated that while the ease of seeing any doctor at a bigger practice is a benefit, the consistency offered by a set list and the patient and doctor knowing each other is also a benefit. People without chronic health issues may see this as less of an issue.</p> <p>Kathleen said that main complaint from the Radford Care Group's friendship group re other practices is the general difficulty of getting an appointment and it having to be with a different doctor.</p>	
Patient survey results	Members asked if there are any issues raised in recent patient surveys.	JF to provide information at the next meeting.

Next meeting

The next SParkies meeting will be held at 3.15pm on Tuesday 31 October, at Sherrington Park Medical Practice.