

# **COLLEGE LANE SURGERY PATIENT FORUM MEETING**

**10 NOVEMBER 2014**

**Dr Lisa Yellop**

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# Welcome – Practice Update

- **Staff Recruitment: Reception & Administration**
- **NHS Choices – Patient Feedback (PPG) +7/4\***
- **On Line Appointments - (PPG) 30 Month**
  - October 2014 - 5 booked 2 cancelled**
  - 10 November 2014 – 7 Booked so far**
- **On Line Prescriptions - (PPG) 705 patients**
- **New - Friends & Family Test & Patient Survey 2014**
- **New Practice Networking Goals**
- **New - Named GP over 75' & “At Risk”**

# Friends & Family Test December 2014

- National Requirement practices must do:
  - Provide an opportunity for patients to give anonymous feedback through the FFT
  - Use the standard wording of the FFT question and the responses
  - Include at least one follow up question which allows the opportunity to provide free text - Patient suggestion *“What single change in the services offered by College Lane would most improve your quality of life”*.
  - Submit data to NHS England each month & publish results

# The mandatory question is...

- The wording of the question must be as follows:

“We would like you to think about your recent experience of our service.

How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?”

# The responses to the question must be:

- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

# Patient Questionnaire 2014

What questions do you think we should ask patients about this year?

- Use last years questions or new ones?
- Combine “Friends and Family” with patient questionnaire for 1 month?

# Practice Networking Goals

Wakefield Practices have been grouped into seven Networks

Network 2 Includes:

- College Lane Surgery
- The Grange
- Church View – Diggle
- Church View – Singh
- White Rose Medical & Havercroft

Targets Include:

- Prescribing Management and Care
- Care Closer to Home – Bullenshaw Teams
- Referral Monitoring
- Priorities: Dementia Care
- Smoking Cessation in Pregnant Patients
- Projects for easing pressure on A&E attendances and Admissions

# Network Patient Feedback

## Understanding Dementia

### **Which 2 questions would you select?**

- Do you know any of the symptoms of Dementia?
- Do you know anyone who has Dementia, if so what has been your experience of dealing with dementia?
- What would stop you going to your GP if you were worried about having Dementia?
- How do you think Dementia is diagnosed?
- What services are there locally for patients and carers with memory problems?
- How can we make GP Surgeries better for patients and their carers who have memory problems



# Named GP Schemes

- Over age 75 – Nation Scheme – July 2014
- “At Risk” Care Plans
- Palliative Care Patients

# What's Next...

- Patient Questionnaire - Agree final content
- Volunteer coordinator, analyse questionnaire
- Volunteer, Friends and Family, monthly analysis.
- Next meeting date?

Frequency: Patient Chairperson: Subjects