

THE VILLAGE SURGERY PATIENT FORUM

Thursday 20th March 2014

Attendance

David Shannon
Dr Amy Tromans
Christine Herron
Bev Harper-Coulson
George Musgrave

Apologies of absence

Susan Payne – Reception
Clint & Julie Watson

New members of the Group

Dr Amy Tromans

New members of staff

Kyle Crabtree – receptionist apprentice
Ruth Dickinson – receptionist apprentice Fantastic
Dr Claire Corlett – registrar
Dr Amy Tromans – registrar
Dr Kolawole Olushola – registrar

Every 6 months there will be new faces within the practice. Dr Murray and Dr Macmillan are now both training GPs.

CQC

CQC are a government organisation assessing for standards of care who are more recently visiting surgeries to undertake inspections. The Village Surgery had a visit in November 2013 giving 2 weeks notice. The CQC had a full day in the surgery inspecting and talking to patients, staff and David Shannon. The Village Surgery failed on infection control at this point. The CQC revisited in February and we passed the final inspection after making a few adjustments and improvements. The CQC inspection takes place every 2 years and the report will be placed on the surgery website for patients to view.

The Village Prescription Service

The Village Prescription is a joint venture with Pharmacy 2U, the biggest online pharmacy in the country. Patients register with service and Pharmacy 2U liaise with The Village Surgery re clinical records. Once the patients script is authorised then the

medication is sent out to a home or work address of your choice. This service is fantastic for patients who work or can not get up to the surgery to collect their prescriptions. The service can also send you a reminder when your medication is due. We have around 4000 patients who are on repeat medication in the surgery, there has been 110 patients signed up to the service in 3 weeks.

Challenge Fund

The Government want to try and encourage GPs to be open longer; Monday to Friday and weekends from 8.00am until 8.00pm. All practices have been invited to place a bid, the Village Surgery are the only practice who have put a bid in in Northumberland. We are hoping to hear by the end of March or next month if we have won the bid. If we are successful we will employ more GPs and admin staff to accommodate this.

Care.data

This is a service where patients can sign up not to have data shared. Patients must give consent via the practice via an opt in/out service or data will not be shared. The Care.data scheme has been cut for the meantime.

Patient Feedback

Majority of patients are extremely satisfied with the overall service of the practice. Results will be displayed in waiting area and the surgery website.

Any other business

Discussed the waiting queue for getting through on the telephone – this will be discussed at the next reception meeting on 10th March 2014.

New system coming in where patients can view their own clinical records.